January 4, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

*From left, Meri Wentworth of the Blood Donor Center, Olssen, Alison Horanieh of the Blood Donor Center, Decoste with her son Jack, Foye and Stowell*

## *Employee blood donors give from the heart*

**At the eighth annual** Employee Blood Donor Appreciation Luncheon Dec. 3, the MGH Blood Donor Center recognized a very special group of donors: MGH employees. The luncheon was held as a thank you for hospital employees who demonstrated a commitment to sharing the most precious gift – the gift of life – by donating blood or platelets four or more times during fiscal year 2007. The center tallied 2,180 employee donations throughout the year.

Christopher Stowell, MD, PhD, director of the MGH Blood Transfusion Service, gave the welcoming remarks and introduced the event's guest speaker, Kate DeCoste, operations associate on White 12. A former marketing specialist for the Blood Donor Center, DeCoste knew the importance of donating blood but had never experienced the need for it firsthand – until her son, Jack, was diagnosed

*(Continued on page 2)*

## MGH's volunteers celebrated during annual Pin Week

**Every year,** the MGH Volunteer Department designates the first week in December as Pin Week, a time to recognize the extraordinary contributions of the hospital's 1,200 volunteers. During Pin Week, MGH volunteers – who donate tens of thousands of hours each year to make the MGH a pleasant and welcoming environment for patients and staff alike – are awarded lapel pins based on the number of service hours they have contributed.

This year, longtime MGH volunteer Lois Cheston received her 10,000-hour pin. A pet therapy volunteer, Cheston and her dog, Ella, often can be seen in the pediatric units and the Gray Family Waiting Area, delighting patients, visitors and staff of all ages. Says Cheston, "I feel fortunate for the opportunity to make people smile."

Pat Rowell, director of the MGH Volunteer Department, adds, "Volunteering at the MGH means putting care and compassion into action. This year's Pin Week once again demonstrated that MGH volunteers go beyond all expectations."

*From left, Patty Austen, Cheston with Ella, Kieron Gyles, Tanya Mahoney with Duffy, Dominique Davenport, Jim Gillespie and Paula Capraro*

# *Belknap named director of Corporate Compliance*

**John Belknap,** director of Billing Compliance for the MGH and MGPO since 1999, has been named director of Corporate Compliance for the MGH and MGPO. Belknap succeeds Maryanne Spicer, the incumbent director.

Over the past several years, the MGH/MGPO compliance program has evolved to address new areas of regulatory focus and concern. Belknap will be responsible for leading the continuing development of the program to bring the MGH compliance efforts to an even higher level.

"John was clearly the leading candidate for this position," says Gregg Meyer, MD, senior vice president of the Center for Quality and Safety. "We are pleased to continue to work with him in his new post as we increasingly make quality and safety a major focus at the MGH."

*Belknap*

Prior to joining the MGH, Belknap worked with the state Medicare program, which was then administered by BlueCross BlueShield of Massachusetts. He holds a master's degree in Public Administration with a concentration in Health Policy from Northeastern University.

Following her 40-year career at the MGH that began when she was a unit coordinator, Spicer will be stepping down as director and reducing her work hours while concentrating on a number of special projects.

"As Maryanne has advanced in her career at the MGH, she has not only developed a wealth of institutional knowledge, but she also has overseen and managed an array of challenges and major accomplishments," says Jean R. Elrick, MD, senior vice president for Administration. "We are grateful to her for all her work on behalf of the hospital. At the same time, we are very happy to have John take on this new role. He has been with the MGH and MGPO for the past 17 years and has a wonderful record of accomplishments. He brings a great deal of experience and expertise to the position." ●

# *— Blood donors*

*(Continued from page 1)*

with a heart condition shortly after his birth in April 2006. "Jack used many blood products both during and after his surgery to correct his heart defect," says DeCoste. "Without blood donors, Jack wouldn't be here today."

The luncheon concluded with recognition of the year's top employee donors: David Foye, who made 14 donations; Andrew Olssen, who made seven donations; and Constance Miller, who made six donations. "Employee blood donors truly are the heart of our program," says Kim Cronin, manager of Donor Services. "The continued support of MGH employees has helped us to ensure there is an adequate blood supply for our patients in need."

The Blood Donor Center is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. The center is also open for platelet donations Monday through Thursday, from 7:30 am to 5 pm; and Friday, from 8:30 am to 3 pm. For more information, call (617) 726-8177. ●

*Comer*

# *Spreading holiday cheer to MGHfC patients*

**Thanks to the generosity** of 15-year-old Carina Comer, a former patient of the MassGeneral Hospital *for* Children (MGH*f*C), young patients receiving treatment at the Francis H. Burr Proton Therapy Center enjoyed a bounty of gifts – including toys, dolls, games and treats – that Carina delivered to the children as a holiday surprise Dec. 20. A young cancer survivor herself, Carina knows exactly what the patients receiving treatment are going through at the hospital – seven years ago, she underwent life-saving treatment at the MGH*f*C for a brain tumor.

To thank the doctors, nurses and social workers at the Proton Therapy Center for their care and to brighten the young patients' days, each year since 2002, Carina has raised thousands of dollars to buy gifts for the children, who she meets when she delivers the toys and games each holiday season. "It makes me feel good that their holidays will be at least somewhat brighter," she says. "I hope that these gifts can help to comfort them when they have to be away from their families, friends and homes."

"It's become a wonderful holiday tradition for all of us to see Carina," says Evelyn Malkin, LICSW, clinical social worker at the MGH*f*C. "It's not only fantastic to see the children's faces light up when Carina arrives with gifts and toys, but it's also so remarkable for us to see how Carina herself has grown each year. She's come such a long way since she was treated here. Her giving spirit truly touches and inspires us all."

This past year, Carina baked more than 8,000 cookies for her bake sales, which helped to raise more than $4,000 to buy the gifts. ●

# New chiefs to lead Anesthesia and Critical Care, Pediatrics

## *Kleinman named MGHfC physician-in-chief*

**Ronald E. Kleinman, MD,** has been named chief of the Department of Pediatrics and physician-in-chief of the MassGeneral Hospital *for* Children (MGH*f*C). Kleinman has served in an interim capacity in these leadership roles for more than a year.

Affiliated with the MGH for the past 30 years, Kleinman, a professor of Pediatrics at Harvard Medical School (HMS), has served since 1986 as chief of Pediatric Gastroenterology and Nutrition at the MGH*f*C. His specific research interests include gastrointestinal immunology; developmental gastroenterology; treatment of acute diarrheal disease; and the psychosocial, cognitive and physical effects of hunger in children. He has completed landmark studies on the importance of breakfast for children, work that has been integral in sustaining support for national school breakfast programs. He also has led numerous national committees and advisory groups related to issues of diet and nutrition. In addition, Kleinman sits on the boards of Project Bread and the Global Child Nutrition Foundation.

*Kleinman*

A graduate of Trinity College in Hartford, Conn., Kleinman earned his medical degree from New York Medical College in Valhalla, N.Y., and a master's degree from HMS. He completed a residency in Pediatrics at Montefiore Hospital and Medical Center in New York before coming to the MGH in 1977 as a clinical and research fellow in the Pediatric Gastrointestinal and Nutrition Unit.

Since joining the MGH clinical staff in 1980, Kleinman has distinguished himself through numerous contributions to the hospital's management and governance. He has chaired the MGH's Clinical Practice Management/ Quality Improvement Committee of the Children's Service Committee since 1993 and currently serves as a member of the MGPO Board of Trustees. ●

## *Wiener-Kronish appointed chief of Anesthesia and Critical Care*

**Jeanine Wiener-Kronish, MD,** has been selected as the new chief of the Department of Anesthesia and Critical Care. Currently a professor of Anesthesia and Medicine and the vice chairman of the Department of Anesthesia and Perioperative Care at the University of California at San Francisco (UCSF), she is succeeding Warren M. Zapol, MD, who has led the department for 14 years. She will begin serving in her new role in April.

*Wiener-Kronish*

Wiener-Kronish obtained her bachelor's degree from the University of California at Los Angeles in 1971 and her medical degree from UCSF in 1976. She then completed her residency in internal medicine in 1979 and a pulmonary clinical and research fellowship at the Cardiovascular Research Institute at UCSF in 1984, followed by a residency in anesthesia at UCSF in 1986. Wiener-Kronish is board certified in internal medicine, pulmonary medicine, anesthesia and critical care medicine and also is a member of the Institute of Medicine.

Wiener-Kronish has devoted much of her academic career to investigating the mechanism of acute lung injury produced by *Pseudomonas aeruginosa*, a gram-negative bacterium that can infect patients in the intensive care unit. She is a senior editor for the journal *Anesthesiology* and an associate editor of *Pulmonary Perspectives*. The editor of two books, she has authored numerous book chapters and publications in peer-reviewed journals.

In addition to her responsibilities at the MGH, Wiener-Kronish will assume an appointment at Harvard Medical School as the Henry Isaiah Dorr Professor of Research and Teaching in Anaesthetics and Anaesthesia. ●

## MGH CarePages feature new patient safety link

**Launched in 2005** by Patient Care Services, MGH CarePages are free, easy-to-use web pages that help family and friends communicate when a loved one is receiving medical care. Recently, the hospital introduced a new patient safety feature to its CarePages to help empower patients, family members and friends to become collaborative members of the health care team. The new link provides an array of patient safety information such as "Five Steps to Safer Health Care" from the Agency for Healthcare Research and Quality and important items about taking and tracking medications, avoiding infection, practicing good hand hygiene as well as links to additional patient safety resources. Related informational brochures and forms also are available for downloading at the site. For more information about the MGH CarePages, contact Georgia Peirce, director of Promotional Communication and Publicity for Patient Care Services, at *gwpeirce@partners.org*. To access CarePages, visit *www.carepages.com*.

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MGH HOTLINE



## WHAT'S HAPPENING

**Memorial service for Eqerem Mete**
A memorial service for Eqerem Mete of Health Information Services will be held Jan. 10, from 2 to 3 pm in the MGH Chapel with a reception immediately following. Mete died unexpectedly Nov. 18. All are invited to attend.

**Pharmacogenetics presentation**
The MGH Clinical Research Program and the MGH Center for Human Genetics Research are co-sponsoring "Pharmacogenetics: What Do Researchers Need to Know?" Jan. 14, from 1 to 5 pm in the Simches Research Center, Room 3110. Registration is required. To register, visit *hub.partners.org/catalog/crp-pharmacogenetics.* For more information, contact Suzanne Guerette at *sguerette@partners.org* or (617) 724-2900.

**Ethics forum**
The MGH Ethics Task Force will host "Ethics, Disparities and Cross Cultural Care: Identifying and Addressing Key Challenges" Jan. 11, from noon to 1 pm in the Yawkey Center, Room 2210. Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center, will be the guest speaker. For more information, contact Alex Cist, MD, at *acist@partners.org.*

**Partners Physicians Day**
The annual Partners Physicians Day will be held Feb. 2, from 8 am to 5 pm at the Boston Marriott Copley Place. All Partners physicians are invited to attend. Online registration is available until Jan. 11. Registrations after that date will need to be completed on-site. To register, visit *clinicalaffairs.partners.org.* For more information, e-mail Grace Bommarito at *gbommarito@partners.org.*

**Senior HealthWISE lecture series**
The MGH Senior HealthWISE lecture series will offer "Understanding Skin Cancer" Jan. 10, from 11 am to noon in the Haber Conference Room. Ruth Ann Vleugels, MD, of MGH Dermatology, will be the guest speaker. For more information, call (617) 724-6756.

**Submit news tips and story ideas to the *MGH Hotline***

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**by mail to the Public Affairs Office,**
**50 Staniford Street, Suite 830**
**Boston, MA 02114.**

***www.massgeneral.org/news/***

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**(617) 726-2206**

# *In memoriam: Katie Brush, RN*

**Kathryn Ann "Katie" Brush, RN, MS, CCRN, FCCM,** died Dec. 23 following a brief illness. She was 50 years old.

Brush, who joined the MGH in 1997, was a clinical nurse specialist in the Surgical Intensive Care Unit.

A pioneer in patient safety, she was among the first members of the Patient Safety Improvement Corps, a national partnership between the Agency for Healthcare Research and Quality and the Department of Veterans Affairs, which examines existing or potential medical problems, develops and evaluates interventions and integrates these into clinical practice.

A dedicated humanitarian, Brush devoted a significant part of her career to relief efforts throughout the United States and abroad. She was a member of the International Medical Surgical Response Team (IMSuRT), an MGH-sponsored emergency response team providing triage, medical treatment and support to victims of humanitarian and natural disasters. Through the Harvard Medical International Institute for Nursing Healthcare Leadership, Brush was instrumental in the development of the Department of Nursing Education at the Hospital de Universitario San Vicente de Paul in Medellin, Colombia.

Brush was the recipient of many honors and accolades, including induction as a fellow in the American College of Critical Care Medicine – only the 30th critical care nurse in the world to receive this distinction. She was a board member of the National Association of Clinical Nurse Specialists, current secretary and founding member of the Council of Armenian American Nurses and a member of the Disaster Committee for the Society of Critical Care Medicine, the American Association of Critical Care Nurses and the National Association of Clinical Nurse Specialists.

An MGH memorial service currently is being planned. More information will be available in an upcoming issue of *MGH Hotline.*

January 11, 2008

# MGH HOTLINE

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## *Down time: Clinics, Tilton and VBK buildings pass into history*

**Before this month,** much of the demolition of the Clinics, Vincent Burnham Kennedy (VBK) and Tilton buildings had occurred behind the scenes. But now, passersby can see a dramatic change, as the demolition of the front facade of the Clinics Building has begun. The three buildings currently are being demolished to prepare the site for construction of a new, 530,000-square-foot clinical facility – the Building for the Third Century (B3C) – that is scheduled to be completed in 2011.

Most of the demolition of the front side of the Clinics Building will occur during weekends. For safety reasons, several parking and traffic changes will be in effect for portions of the day during these weekends. MGHers, patients and visitors should note that Fruit Street temporarily will be closed to vehicle and pedestrian traffic for part of these days, and weekend day-shift employees driving to work will be directed to park in specified garages by Boston or MGH police. The latest parking and traffic changes will be available to employees through broadcast e-mails prior to each weekend and will be available online at the B3C website at *www.massgeneral.org/building3c* as well as on the MGH website at *www.massgeneral.org* by clicking "Construction Updates."

Construction teams are safely demolishing the buildings from the top down. Workers are using a heavy-duty, high-reach excavator to remove portions of the building floor by floor rather than imploding the building, which is not an option due to its proximity to other structures. By the end of January, all but the first floor of the Clinics Building will have been removed. By March, the Tilton Building will be completely dismantled, followed by the VBK's complete demolition by May.

Working with several independent monitoring consultants, the MGH has taken extra steps to ensure that the hospital's environment of care is carefully maintained during the demolition. All construction activity is closely supervised and conducted in compliance with federal and state standards, as well as industry best practices. Members of the Thrive B3C Operations Group have coordinated with MGH colleagues and their consultants to prevent and minimize possible disturbances to hospital operations.

MGH unit supervisors are encouraged to report any construction-related concerns to the MGH Buildings and Grounds Call Center at any time of day at (617) 726-2422. For general information about the B3C, contact Denise Palumbo, RN, MSN, executive director of Radiology and director of B3C Operations Planning, at *dpalumbo@partners.org.*

# *MGPA: Showing postdocs the way*

**In the competitive world** of professional medical research, postdoctoral fellowships have a reputation of being demanding experiences. These PhD-level positions usually are occupied by scientists just beginning their careers, and with the challenging workload come questions about career advancement. In 2006, several postdocs – as postdoctoral fellows often are called – came together to create the Mass General Postdoc Association (MGPA) to address these and other issues. A volunteer-run committee supported by the MGH's Office for Research Career Development, the MGPA focuses on four areas: career development, research advancement, communication and networking, and improving the quality of life and work for the MGH's 1,100 postdocs.

In addition to regular meetings, the group hosts mentored lunches, where postdocs can receive advice from career researchers; a variety of social functions; and orientations for new postdocs. Topics covered at the events include finding and applying for the right grant, settling into life in Boston and maintaining a proper work/life balance.

*Members of the Mass General Postdoc Association (MGPA) with colleagues from the Office for Research Career Development*

As further support for its cause, the group recently received a grant from the National Postdoctoral Association in Washington, D.C., following a competitive application process. The grant will provide MGH postdocs with development opportunities on topics related to the responsible conduct of research, communication skills for difficult situations and general career advancement.

For more information about the MGPA or to become involved, e-mail Ayguen Sahin, PhD, at *sahin.ayguen@mgh.harvard.edu* or *mgpa@partners.org* or access *www.massgeneral.org/mgpa.* ●

## McLoud, Novelline and Thrall honored by RSNA

**MGH physicians** Theresa McLoud, MD; Robert Novelline, MD; and James Thrall, MD; recently were recognized as some of the nation's best in the field of radiology, with each receiving significant accolades from the Radiological Society of North America (RSNA) during the organization's annual meeting in November. All three are members of the MGH Department of Radiology.

McLoud, MGH associate radiologist-in-chief and director of education for the department, was inaugurated as president of the RSNA, a 40,000-member organization comprising the nation's leading radiologists, radiation oncologists, medical physicists and allied scientists. A world-renowned expert in thoracic imaging, McLoud plans to continue focusing on international radiology and educational initiatives during her tenure as RSNA president.

The division head of MGH Emergency Radiology, Novelline was awarded the prestigious Outstanding Educator of the Year Award for his commitment to training tomorrow's radiology leaders. Among his many roles, Novelline serves as director of the MGH Radiology Core Clerkship and played a crucial role in the establishment of the MGH Emergency Radiology Fellowship in the early 1980s – one of the first such programs in the nation. He also is a founding member of two professional societies, the American Society of Emergency Radiology and the Alliance for Medical Student Educators in Radiology.

Thrall, MGH radiologist-in-chief, was named one of this year's three recipients of the Gold Medal – the RSNA's highest honor, awarded annually to individuals who have demonstrated exemplary commitment to radiological science. Thrall, who has held many leadership posts during his nearly 40-year career, currently is serving as a member of the Board of Councilors of the Society of Chiefs of Academic Radiology Departments, vice chair of the Board of Chancellors for the American College of Radiology (ACR) and chair of the Commission on Molecular Imaging for the ACR. He also is the Juan M. Taveras Professor of Radiology at Harvard Medical School.

MGH HOTLINE

*From left, May, Warshaw, Rattner and Cambria*

## *Department of Surgery showcases renovation*

**The MGH Department of Surgery** celebrated its newly renovated quarters on Wang 3 and 4 during an open house Dec. 5. Attended by nearly 100 MGHers, the event was hosted by Andrew L. Warshaw, MD, MGH surgeon-in-chief; Richard Cambria, MD, division chief of Vascular Surgery; James May, MD, division chief of Plastic Surgery; David Rattner, MD, division chief of General Surgery; and Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development. The renovation project, which began in 2006, includes a new surgery clinic, sleep room, conference room, workspace for clinical nursing programs and ambulatory practice suites for the divisions of General and Gastrointestinal Surgery, Vascular and Endovascular Surgery, and Plastic and Reconstructive Surgery. For more information about the project, contact Marc Cella at *macella@partners.org* or Suzanne Gautreau at *sgautreau1@partners.org.*

*Olsen, third from left, celebrates with young patients and their families.*

## *Christopher's Haven makes a difference*

**Dan Olsen,** founder of Christopher's Haven – an organization that provides a comfortable and supportive home for families of pediatric patients undergoing cancer treatment at the MassGeneral Hospital *for* Children – recently chose to celebrate a special honor at the Francis H. Burr Proton Therapy Center. In recognition of his love of helping others, Olsen was selected to appear in *Boston Magazine*'s December 2007 issue in a Dunkin Donuts ad featuring Bostonians who "run on Dunkin and make a difference." Dunkin Donuts and *Boston Magazine* also offered to host a party at a location of Olsen's choice.

Olsen chose to celebrate with several Christopher's Haven patients and their families at the Proton Center. He pointed out why Christopher's Haven is so important for the Proton Center patients: "Christopher's Haven aims to make the lives for kids with cancer and their families as normal as possible by providing a home away from home."

## Gearing up for the MGH bicentennial

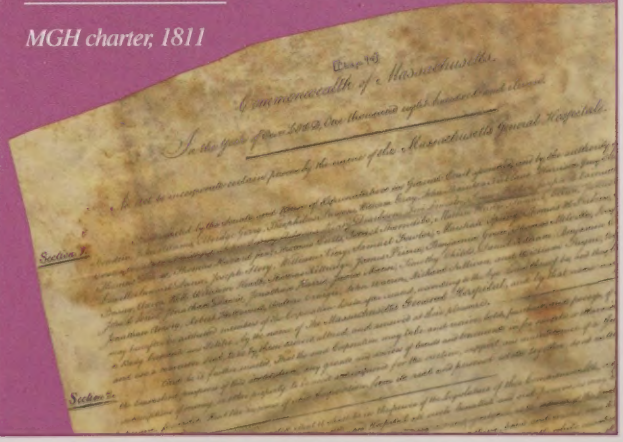
**Since the signing** of the charter officially establishing the Massachusetts General Hospital by the Commonwealth of Massachusetts Feb. 25, 1811, to the present day, the MGH has flourished along with the nation. From the hospital's first patient in 1821 to the recent groundbreaking developments in early cancer detection, the MGH's history comprises a rich legacy of milestones and advances.

To officially mark and celebrate the MGH's bicentennial, an exciting and wide-ranging yearlong program of special events, projects and activities are being planned for the year 2011. MGHers and visitors can look forward to learning more about the hospital's 200th anniversary and its deep history throughout the bicentennial year, which will kick off Jan. 1, 2011. The planning process has been embraced by MGH President Peter L. Slavin, MD, and MGPO Chairman and Chief Executive Officer David F. Torchiana, MD, both of whom will co-chair "MGH 2011." A bicentennial steering committee and various honorary and working committees are also in formation.

One major project to anticipate in 2011 is the publication of two books, which the hospital has commissioned. The first is a comprehensive history of the hospital and the second book will bring the people and culture of the MGH to life through anecdotal stories, personal accounts and photos.

As the bicentennial approaches, more updates about events and activities will be made available in upcoming issues of *MGH Hotline.* For questions about the bicentennial anniversary, send an e-mail to *MGH2011@partners.org* or Lynn Dale, director of Bicentennial Planning, Programming and Special Events, at *ldale@partners.org.*

*MGH charter, 1811*



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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE lecture**
The MGH Senior HealthWISE lecture series will offer "Foot Care Tips for Seniors" Jan. 17, from 11 am to noon in the Haber Conference Room. Jordana Szpiro, podiatrist with Boston Common Podiatry, will be the guest speaker. For more information, call (617) 724-6756.

**Conversations with Caregivers eldercare series**
As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "Legal and Estate Planning for Older Adults" Jan. 15, from 5:15 to 6:30 pm in the Blum Center. Steven M. Cohen, Esq., of Cohen & Oalican, LLC, will be the guest speaker. For more information or to register, call (617) 724-7324.

**HAZMAT disaster drill**
MGH Emergency Preparedness will hold a HAZMAT (hazardous materials) disaster drill Jan. 16, from 5 to 9 pm. During the drill, all staff, patients and visitors should enter the hospital through the Wang Lobby. North Grove Street will be blocked to traffic during the exercise, so employees reporting to work after 5 pm should access the Parkman Street Garage via Blossom Street. For more information, contact Craig Cochran at (617) 726-0312 or *ccochran@partners.org*.

**Volunteers needed for EBHS Speaker's Bureau**
Volunteers currently are needed to participate in the MGH/East Boston High School (EBHS) Speaker's Bureau to speak with EBHS students interested in learning about the health care field. For more information or to volunteer, contact Dan Correia at (617) 724-6424 or *dcorreia@partners.org*.

**Disparities web seminar**
The MGH Disparities Solutions Center is offering a web seminar, "QI and the EMR: Identifying and Addressing Disparities in Chronic Disease Management," Jan. 22, from 3 to 4:30 pm. The seminar will cover how the electronic medical record can improve quality and reduce disparities. The guest speakers will be Lou Capponi, MD, of New York City Health and Hospital Corporation; Rand David, MD, of Mount Sinai School of Medicine; and Thomas Sequist, MD, of BWH and Harvard Medical School. For more information or to register, visit *www.massgeneral.org/disparitiessolutions*.

**Psychodynamic psychotherapy case conference**
The MGH Center for Psychoanalytic Studies and the MGH/McLean Residency Training Program will co-host a psychodynamic psychotherapy case conference, "Psychoanalytic Therapy on Trial: When a Patient's Chaotic Life Impinges on a Dynamic Treatment," Jan. 26, from 9 am to 1 pm in Gray/Bigelow, eighth floor, JT Potts Conference Room. For more information or to register, contact Marni Grant Chanoff, MD, at (617) 855-3937 or *mjgrant@partners.org*.

**DSC/MAO film series**
As part of its 2008 film series, the MGH Disparities Solutions Center and the MGH Multicultural Affairs Office are co-hosting a screening of "Miss Evers' Boys" Jan. 17, from 5 to 7 pm in the O'Keeffe Auditorium. Valerie Stone, MD, director of the MGH Women's HIV/AIDS Program and the Primary Care Residency Program; and Michael Byrd, MD, medical historian at Harvard School of Public Health and a physician at Beth Israel Deaconess Medical Center; will participate in a discussion following the screening. For more information or to register, e-mail *disparitiessolutions@partners.org*.

**MLK event**
In honor of Martin Luther King Day, the MGH and the Association of Multicultural Members of Partners will host "A Tribute to the Life of Dr. Martin Luther King Jr." Jan. 18, from 8 to 9 am in the East Garden Room. Jackie Jenkins-Scott, president of Wheelock College, will give the keynote address. For more information, contact Digna Gerena at (617) 726-5741 or *dgerena@partners.org*.

## IN GENERAL

**Emery Brown, MD, PhD,** of the Department of Anesthesia and Critical Care, has been named a fellow of the Institute of Electrical and Electronics Engineers, Inc. (IEEE). The Board of Directors of the IEEE selected Brown for his "contributions to state-space algorithms for point processes and applications to neuroscience data." Election as an IEEE fellow is one of the most prestigious honors for institute members and is bestowed upon a very limited number of IEEE senior members, with no more than one-tenth of one percent of the total IEEE voting membership elevated each year.

**William F. Crowley Jr., MD,** director of the Reproductive Endocrine Unit in the MGH Department of Medicine and the Harvard Reproductive Sciences Center, a National Institutes of Health Center of Excellence, was awarded the 2007 IPSEN International Prize. The award, for endocrine communication and regulation, is an internationally juried prize given annually by La Fondation IPSEN, a European nonprofit organization dedicated to facilitating the distribution of medical and scientific knowledge and encouraging exploration in emerging areas of research. Previous winners include Robert Lefkowicz, MD, a former MGH trainee. As the award recipient, Crowley will give the keynote address at the 2008 annual meeting of the European Neuroendocrine Association in Antalya, Turkey.

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January 18, 2008

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From left, DiGiovine, Somerville, Gavin, Knight and Ives Erickson

## *New award honors clinical support staff*

**The MGH's clinical** support staff includes many groups throughout Patient Care Services and forms an integral part of an interdisciplinary health care team. In the words of Jeanette Ives Erickson, RN, senior vice president for Patient Care and chief nurse, "they are some of the best and brightest at the MGH."

At the Jan. 3 ceremony for the first annual Norman Knight Clinical Support Excellence Award in the O'Keeffe Auditorium, Edna Gavin, a patient care associate for Bigelow 13, was recognized for embodying this new award's three criteria: patient advocacy, commitment to quality patient care, and compassion and caring.

Associate Chief Nurse Jackie Somerville, RN, PhDc, remarked that

(*Continued on page 2*)

## Nurse anesthetists help patients feel no pain

**It was a moment** that changed the world of medicine forever – on Oct. 16, 1846, Boston dentist William T.G. Morton successfully administered anesthetic ether during surgery, allowing MGH physician John Collins Warren, MD, to remove a tumor from patient Gilbert Abbott in the first pain-free procedure. Not only did this discovery create a revolutionary new field of medicine, but it also laid the foundation for a new practice in nursing – nurse anesthesia. During National Nurse Anesthetists Week Jan. 20 through 26, the MGH is recognizing the modern practice of nurse anesthesia, celebrating the dedication of the MGH's certified registered nurse anesthetists (CRNAs).

At the MGH, CRNAs work in collaboration with anesthesiologists to provide both general and regional anesthesia in the medical and surgical fields of general medicine, trauma, cardiac, thoracic, vascular, neurology, pediatrics, orthopædics, plastics, oral and maxillofacial, burns, obstetrics and gynecology, urology, gastroenterology, radiation oncology and radiology. CRNAs undergo extensive training in order to practice as nurse anesthetists. They must possess a master's degree in science or nursing, which require candidates have past intensive care unit experience. MGH CRNAs handle a full load of patient care – in addition to treating patients at the MGH, the hospital's 18 CRNAs also provide anesthesia services to patients at Shriners Hospital, McLean Hospital, Somerville Hospital and Cambridge City Hospital. In 2007, they provided approximately 8,000 anesthetics to patients at these locations and the MGH.

For more information about nurse anesthesia at the MGH, contact Darryl DuVall, CRNA, MS, chief nurse anesthetist, at *dduvall@partners.org*.

MGH nurse anesthetists

## — Clinical support

(*Continued from page 1*)

"the most effective system for patient safety is having a good team." She congratulated the award's 10 nominees, who were applauded for their communication skills, generosity of experience, initiative, and cultural and ethical competence.

Anthony DiGiovine, RN, the nursing director for the Transplant, Burn, Plastic and Reconstructive Surgery Unit on Bigelow 13, then introduced Gavin as the award recipient. DiGiovine, who has known Gavin for more than 20 years, described her as "caring and fair." He said, "She always works to include everyone, and her perspective and insight are invaluable. Nurses and physicians ask for her input, and in 20 years, I have never heard anyone say anything negative about her. Edna is at her best every day."

Gavin, who began her career at the MGH in 1969, expressed heartfelt thanks to her family, friends and coworkers. "Bigelow 13 truly is my second family," she said.

The closing remarks were delivered by Norman Knight, a longtime supporter of MGH Patient Care Services, who congratulated Gavin and the nominees. He then presented Ives Erickson and the Norman Knight Center with a painting of a ballerina by artist Franco Metania to be displayed at the Knight Nursing Center for Clinical and Professional Development on Founders 3. ●

*Young Panamanians at the El Bale clinic*

## Serving Panamanians in need

**Hundreds of patients** arrived at the village of El Bale each day, most of them by foot. They had come from 36 different communities within the remote and mountainous Veraguas region of Panama to be seen by three MGH attending physicians, two medical residents, and two medical/pediatric residents who had come to provide them with as much on-site care as their medical mission would allow. From Aug. 11 through 16, more than 2,000 Panamanians of all ages received treatment as well as medications, health education and preventive care. The team included MGH attending physicians J. Ryan Jordan, MD; M. Edward Keenan, MD; and Panama native Hong Chen Cheung, MD; and residents Paritosh Prasad, MD; Marya Cohen, MD; Paul Hyman, MD; and Jessica McCannon, MD. The trip was made possible by a generous donation by Jay Cashman and was organized by Laurence Ronan, MD, and the MGH's Thomas S. Durant, MD, Fellowship in Refugee Medicine, named after the late MGH Associate General Director Thomas Durant, MD.

The most common illnesses that the physicians treated were infant diarrhea and respiratory infections, while nearly 30 percent of the patients had some degree of parasitic disease as a result of unpurified drinking water. Following a World Health Organization formulary, the group also brought with them enough vitamins and basic medicines to stock the clinic's pharmacy.

Prasad was impressed with the population's overall level of health and especially with the degree to which they were "excited and engaged in their own health care." The patients were receptive to the arrival of the American physicians – as was Hermana Flor, an elderly nun with basic medical training who for years has served as the sole provider of health care for the nearby communities, which lack direct access to the regional hospital. In addition to providing care, the group collected a significant amount of statistical data on the health of the population. Says Prasad, "We learned an incredible amount from the people of Veraguas. They helped us to understand the health issues facing their communities, and we were grateful for the opportunity to provide them with care." The group hopes to develop a longstanding relationship with the community over the next several years.

For more information about the Durant Fellowship, access *www.durantfellowship.org*. ●

## United Way campaign a success

**The MGH's** 2007 United Way campaign has come to a close, and there's reason to celebrate. This year, the hospital raised more than $373,000 for the organization, exceeding the campaign goal of $355,000. An annual MGH fall tradition, the hospital hosts the campaign to provide support for local community agencies in the 87 Massachusetts cities and towns served by the United Way of Massachusetts Bay and Merrimack Valley.

"The United Way campaign allows the MGH to give back to our local communities by helping address the needs of individuals, children and families who may lack necessities such as affordable housing, sustainable employment and educational opportunities," says Patricia Sheehan of Human Resources, co-chair of this year's campaign with Britain Nicholson, MD, chief medical officer. "Our thanks go to the many MGH employees and staff whose generosity and dedication made this campaign such a success. Their efforts make a true difference in the lives of the people served by the United Way." ●

MGH HOTLINE



# *MGH quality and safety: Reducing door-to-balloon time*

**When a patient** experiences a heart attack, quick and effective communication, proper training and coordination among the staff of the Emergency Medical Services (EMS), the Emergency Department (ED) and the Cardiac Catheterization Lab are crucial. The less time it takes for a patient arriving by ambulance to receive balloon angioplasty – a lifesaving treatment restoring blood flow to the heart – the greater the patient's chance of survival.

The MGH has identified several strategies to reduce the critical window of time between the patient's arrival at the ED and their treatment with angioplasty and stenting in the catheterization lab. This interval of time – known as "door-to-balloon time" – has a nationally accepted target of 90 minutes or less. While the MGH door-to-balloon times were slightly better than this benchmark in 2004, the opportunity for improvement existed.

"Reducing door-to-balloon time requires the coordination of people and resources," says Kenneth Rosenfield, MD, interventional cardiologist who directs the MGH's Acute Myocardial Infarction program. "At the MGH, we reduced this critical timeframe by strengthening the communication between the staff of the Emergency Department and the Division of Cardiology. Working together, we analyzed the data, examined the processes and arrived at solutions to reduce the time from the patient's arrival to opening the blocked artery in the cath lab."

*ED and cardiology members, from left, Sharon McKenna, RN, BSN; and May Cadigan, RN, both of Cardiac Invasive Services; Howard Blanchard, MEd, of the ED; and Eugene Pomerantsev, MD, PhD, of Cardiac Invasive Services*

Among the solutions implemented to reduce the door-to-balloon time include working with EMS and private ambulance companies to have them call ahead when they recognize a potential heart attack patient en route to the hospital. In addition to this early alert, the ED attending doctors are now empowered to activate the catheterization lab directly while remaining in close communication with cardiology colleagues to expedite the process so that angioplasty can take place as soon as possible.

"From the time the MGH began its initiative to enhance the door-to-balloon time through the second quarter of 2007, average time has fallen nearly 25 percent," says Gregg Meyer, MD, senior vice president of the Center for Quality and Safety. "At approximately 56 minutes, it is well below the national benchmark. Eighty-five percent of MGH heart attack patients have a door-to-balloon time of less than 90 minutes. This reduction means more heart attack patients have the chance to survive."

"The tremendous improvements we have made at the MGH are a result of the hard work, determination and dedication of the nurses, techs, physicians and other staff in both the ED and the cath lab," says Rosenfield. "They are all to be commended for their efforts, which have had a direct and immediate impact on the survival and well-being of our patients." ●

## Honoring theonehundred

**This year marks** the MGH Cancer Center's inaugural tribute to **theonehundred** – individuals and teams whose extraordinary commitment to compassionate care, clinical excellence, discovery and philanthropy have helped position the MGH Cancer Center as a leader in cancer treatment, research, care and support. All are encouraged to submit one or more nominations of teams and individuals. Those eligible include anyone who has made a significant contribution to advancing the fight against cancer and providing effective, compassionate care, including those who have enhanced the caregiving experience, patients whose courage offers hope to others, those who contribute through support, philanthropy and other meaningful ways, and researchers who have pushed the boundaries of cancer medicine through scientific breakthroughs and clinical care advances.

the one hundred
massachusetts general hospital cancer center

"The individuals who will be nominated and selected represent the special talent and commitment that can be found in every area of the MGH Cancer Center," says Bruce Chabner, MD, clinical director of the MGH Cancer Center. "We are so proud of the people who are part of our Cancer Center family, not only the staff, but also the men, women and children who trust us with their care. We hope that people throughout the MGH will take a moment to nominate those they feel are courageously fighting cancer in any capacity. No contribution is too small to be recognized."

Nominators should consider those who have helped to enhance the cancer caregiving experience through expert and compassionate care; patients whose courage is an emblem of hope for others; individuals or groups who advance the fight against cancer through philanthropy, support or other meaningful ways; and individuals or groups who push the boundaries of cancer medicine through research and clinical care advances.

Nominations must be received by Feb. 15. This year's nominees and those selected will be celebrated at a dinner and a recognition event June 5. To submit a nomination online, visit *www.massgeneral.org/cancer/theonehundred.* For questions, call (617) 724-3637 or send an e-mail to *theonehundred@partners.org.*

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE film series**
The MGH Senior HealthWISE film series will host a free screening of "Happy Feet" Jan. 24, from 10:30 am to noon in the Haber Conference Room. Registration is required. For more information or to register, call (617) 724-6756.

**Conversations with Caregivers eldercare series**
The MGH Geriatric Medicine Unit will offer "Understanding Dementia in Older Adults" Jan. 22, from 5:15 to 6:30 pm in the Blum Center. Perry An, MD, of the MGH Department of Medicine, will present. For more information or to register, call (617) 724-7324.

**Disparities forum**
The MGH Disparities Solutions Center, the Community Benefit Program, the Multicultural Affairs Office and the Committee on Racial and Ethnic Disparities will co-host the annual disparities forum, "New Orleans: Past, Present and Future" Jan. 23, from 12:30 to 2 pm in the O'Keeffe Auditorium. Speakers Ronald Chisholm, of The People's Institute for Survival and Beyond, and Donald Erwin, MD, and Mary Abell, MD, both of the St. Thomas Community Health Center, will discuss the impact of Hurricane Katrina on health care in New Orleans. Lunch will be served at noon. For more information or to register, e-mail *disparitiessolutions@partners.org.*

**CIMIT grant applications**
CIMIT is accepting applications for its science and clinical systems innovation grants, which support research teams focusing on early stage medical devices, procedures, diagnosis and procedural systems that will result in better patient care. Pre-proposals for grants in both categories are due by Feb. 9. Teams whose pre-proposals are accepted will be required to submit a full proposal by March 16. Decisions will be made by May 4. For more information, visit *www.cimit.org.*

**Racial and Ethnic Disparities seminar series**
As part of its Racial and Ethnic Disparities: Keeping Current seminar series, the MGH Disparities Solutions Center will host a seminar Jan. 24, from noon to 1 pm in the Trustees Room. Joel Weissman, PhD, of the MGH Institute for Health Policy, and Ashish Jha, MD, MPH, of the Harvard School of Public Health, will present. Lunch will be served. For more information or to register, e-mail *disparitiessolutions@partners.org.*

**Negotiating Industry Contracts**
The MGH Clinical Research Program will sponsor "Negotiating Industry Contracts: Responsibility for Subject Injury and Access to Data from Other Sites" Feb. 5, from 3:30 to 5 pm in the Simches Research Center, Room 3110. Catharyn Gildesgame of Partners Clinical Research and Emily Chi Fogler of the Partners Office of the General Counsel will present. To register, visit *hub.partners.org/catalog/crp-financialresponsibility.* For more information, e-mail Suzanne Guerette at *sguerette@partners.org.*

## Going red for healthy hearts

**The MGH Heart Center** is joining the American Heart Association (AHA) in the fight against heart disease by participating in the AHA's annual "Go Red for Women" campaign Jan. 29 through Feb. 6.

**Jan. 29 – Go Red Night at the Boston Bruins**
Discounted tickets available at *https://premiumclub.dncinc.com/general_login.asp*
Use promotional code "aha" and select the "available seating" link. After ordering tickets, type in "MGH" in the additional information field of the customer information section.

**Feb. 1 – Wear Red Day**
MGH departments that submit a photo of employees wearing red will be entered into a drawing for a free lunch. Departments can enter by submitting their digital photo to *mghheartcenter@partners.org* or by participating in a group photo in the Ether Dome at 11 am.

**Feb. 4 – Ask the Experts about Heart Disease**
11 am to 1 pm, Main Corridor
Heart Center experts will share ways to lower heart disease risks

**Feb. 5 – Heart Healthy Cooking Demonstration**
Noon to 1 pm, East Garden Room
Danita Sanborn, MD, of the MGH Heart Center, and Dan Kahn, executive chef with MGH Nutrition and Food Services

**Feb. 6 – Venus or Mars? What Makes a Woman's Heart Unique**
Noon to 1 pm, Thier Conference Room
Nandita Scott, MD, of the MGH Heart Center

For more information about these events, contact Jeanne Henson at (617) 724-8499.

## Submit news tips and story ideas to the *MGH Hotline*

**Contact:**
**Suzanne Kim, editor, at (617) 726-0275;**
**Therese O'Neill, assistant editor, at (617) 724-2753;**
**David Avruch, staff writer, at (617) 726-8062;**
**Aldona Charlton, designer, at (617) 726-7539;**
**Anke Schumann, intern, at (617)643-3865;**

**by fax to (617) 726-7475;**

**by e-mail to *Hotline@partners.org* or**

**by mail to the Public Affairs Office,**
**50 Staniford Street, Suite 830**
**Boston, MA 02114.**

***www.massgeneral.org/news/***

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January 25, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

# MGH Comforters: Offering support one stitch at a time

**Often, a kind gesture** or the comfort of a warm, meaningful object can help console those suffering illness or loss. The MGH Comforters – a group of quilters comprising MGH employees, patients and volunteers – offers both by donating dozens of handmade quilts each year to MGH inpatient floors for nurses to give to patients and their families.

The group was established in 2001 by MGH volunteer Jill Martuza, a longtime quilter who understood the comfort a quilt could bring to patients and individuals in need. Under the auspices of MGH Volunteer Services Director Patricia Rowell, Martuza created the quilting bee, which today includes close to 75 volunteers.

*From left, Martuza, Sandy Creaser, Crystal Moore and Vivian Theodoracopoulos*

"We meet twice a month to work on the quilts," says Martuza. "About 15 people actively participate in the group, and we work well as a team. Everything is donated to us – the fabric, patterns and our volunteers' time – so that we can supply individuals with lovely quilted blankets. I count all of the volunteers as my friends and find it gratifying that friendships have been forged within the group."

To date, the MGH Comforters have created and donated more than 300 quilts. Recently, the group gave 32 quilts to HAVEN at MGH, a program that provides counseling and advocacy services to survivors of domestic violence. One quilt in particular was offered to provide solace to a young Bosnian refugee whose mother had died at the hands of her ex-boyfriend. Bonnie Zimmer, LICSW, director of HAVEN at MGH, attended the memorial service for the girl's mother and presented the family members with a quilt to give to the daughter as a special gift from the MGH community.

"We hoped that this gift might provide some sense of comfort at such a tragic and heartbreaking time," says Zimmer. "It was wonderful to share a handmade token of connection with the community, especially to a family that has survived so much violence in their home country and now again here in the United States."

MGHers can see one of the quilts created by the MGH Comforters and several staff members of White 9, where the piece currently hangs. For more information about the MGH Comforters or to join the group, contact Martuza at *rmartuza@comcast.net* or call the MGH Volunteer Services Department at (617) 726-8540. ●

## Preparing for the Magnet re-designation site visit

**The MGH community** is gearing up for the 2008 Magnet Recognition site visit scheduled to take place Feb. 20 through 22. The visit follows the MGH's submission of an evidence document illustrating how the hospital meets the standards of practice and professional performance, also known as the 14 Forces of Magnetism, to the American Nurses Credentialing Center (ANCC) to become re-designated as a Magnet hospital. Designation is an honor developed by the ANCC to recognize health care organizations for nursing excellence.

When the MGH first received Magnet Recognition status in 2003, it became the first hospital in Massachusetts to achieve

*(Continued on page 2)*

## — Magnet site visit

*(Continued from page 1)*

this prestigious distinction. Currently, approximately 5 percent of health care organizations in the United States have earned Magnet Recognition.

During the site visit, four Magnet appraisers and one appraiser fellow will observe how nursing is practiced at the hospital and will evaluate whether the MGH should be re-designated. Appraisers may speak with any member of the MGH community and will plan to meet with members of an interdisciplinary clinical team to learn how clinical care is delivered and supported. They also may request to speak with patients, families and visitors. All MGH employees should have a basic understanding of the Magnet Recognition process and should be able to describe how their department works in collaboration with nursing.

MGH staff and employees will have the opportunity to interact with the appraisers in a number of forums scheduled throughout the site visit. Several activities to help employees prepare for the visit will take place in February. These include the following:

**Nursing Grand Rounds** will be held Feb. 7, from 1:30 to 2:30 pm in the O'Keeffe Auditorium. This session will provide staff with key information about the Magnet program, the re-designation process and the Forces of Magnetism.

**Magnet information tables** will be set up in the Main Corridor Feb. 7 and 19 from 10 am to 8 pm. Staff, patients, families and visitors will have an opportunity to speak to MGH staff about Magnet designation and obtain brochures and other tools to learn more about the process.

**Magnet evidence** is now on display in the Blum Patient and Family Learning Center located in the White Building, Room 110, Monday through Friday, from 9:30 am to 6:30 pm, as well as all day in the Clinical Nursing Supervisors Office in the Bigelow Building, Room 1406. It is also available online on the MGH Magnet webpage at *www.massgeneral.org/pcs/Magnet/Magnet.asp.*

For more information or to review resources describing the MGH Magnet re-designation effort, access the webpage or contact Suzanne Cassidy, senior project specialist, at (617) 726-0368.

## *Filing taxes under the Massachusetts Health Care Reform Act*

**Beginning with the** 2007 tax year, the Massachusetts Health Care Reform Act requires all Massachusetts residents to show proof of health coverage when filing their state taxes. Individuals who do not provide proof of insurance may receive a tax penalty.

**The new 1099HC form**

Employees with private health insurance – either through the MGH or another source – will receive a new tax information form called the 1099HC directly from their health insurance carrier, which will be mailed by Jan. 31. It is important for employees to keep this 1099HC form, as it contains information needed to complete the Massachusetts state tax return and show proof of health insurance coverage. Employees who have not received the 1099HC form by Jan. 31 should contact their health insurance carrier. Individuals participating in government subsidized health coverage such as Commonwealth Cares or Medicare will not receive an HC1099 form.

**Completing state tax Schedule HC**

Using the information from the 1099HC form, employees should complete and file Schedule HC-Health Care Information on the 2007 state tax form (Massachusetts Form 1 or Form 1-NR/PY). Individuals who have health insurance coverage will need to complete only the first page of Schedule HC, and employees who can answer "yes" to Question 1 and complete Question 2 or 3 on Schedule HC will fulfill the Health Care Reform Act's requirements.

Schedule HC and instructions for completing it are available at *www.mass.gov* under the "For Residents" tab by clicking "Health," "Health Care Reform" and then "Health Insurance Tax Benefit." Online filers should find electronic versions of this information in their tax package. A virtual tour of Schedule HC is available at *www.mass.gov/dor.*

**Tax penalties for 2008**

Failure to have health insurance will result in higher penalties in 2008. Residents will pay a penalty for each month without coverage. Depending on income level and age, the penalty can range from $210 to $912 for an entire year without coverage.

For more information about filing taxes under the Massachusetts Health Care Reform Act, contact the Partners Benefits Office at (617) 726-8133 or *ibenefits@partners.org.* Monthly paid staff can contact the MGPO Professional Staff Benefits Office based on the following:

**Last names A-G**
Jennifer R. Williams
(617) 726-9264, *jrwilliams@partners.org*

**Last names H-O**
Linda Gulla
(617) 726-9266, *lgulla@partners.org*

**Last names P-Z**
Virginia Rosales
(617) 724-9356, *vrosales@partners.org*

MGH HOTLINE

*MGH staff members practice a wintertime disaster drill under the decontamination tent.*

# *Rain, sleet or snow, MGH Emergency Preparedness is ready to go*

**It is a frightening** scenario – on a cold January evening, thousands of spectators are packed into the nearby TD Banknorth Garden to cheer on the Boston Bruins when a chemical agent is suddenly released into the crowd during intermission. Many people immediately experience respiratory distress and other symptoms and rush to the MGH, just blocks away, for care and decontamination.

Fortunately, this was not a real-life emergency, but part of a drill sponsored by MGH Emergency Preparedness, the Hazardous Materials (HAZMAT) Team and the Emergency Department (ED) Jan. 16 to test the MGH's ability to respond to a wintertime disaster. With more than 40 volunteer "victims" seeking treatment, the drill included the MGH's first deployment of the Zumro, a special holding shelter where patients can stay warm while awaiting decontamination. The exercise also allowed the MGH to test its newly refined HAZMAT Response Plan, which has undergone changes to accommodate the construction of the Building for the Third Century. Members of the Boston chapter of the Young President's Organization were on hand to observe the drill and learn about the components of a disaster response from staff of the ED and CIMIT.

On Jan. 8, MGH Emergency Preparedness sponsored a separate exercise in collaboration with the Minor Treatment Unit and the Centralized Ambulatory Screening and Treatment Work Group to test its ability to set up a supplemental care area in the event of an epidemic – such as flu or hepatitis – that overwhelms ambulatory practices. Taking place in the Wang Ambulatory Care Center, the drill also addressed the need for a high-volume screening clinic in the event of an outbreak of an infectious disease.

For more information about MGH Emergency Preparedness, contact Craig Cochran, administrative manager, at *ccochran@partners.org.*

## Do it all with one call

**One phone call** is all it takes to link pediatric patients and physicians to the MassGeneral Hospital *for* Children (MGH*f*C) through the MGH*f*C Access and New Appointment Center. The center, which recently celebrated its one-year anniversary, was created as a resource for doctors and families to help both groups navigate the MGH*f*C, improve access to specialty practices and simplify scheduling.

With the creation of the Access Center, it is easier than ever for parents of both new and current MGH*f*C patients to connect with the hospital's many pediatric specialists, programs and services. Specially trained representatives are available to schedule appointments and facilitate new patient registration and, when appropriate, link patients to MGH satellite locations so appointments can take place at the most convenient site possible. The center also offers many benefits to referring physicians, including direct access to MGH*f*C specialists for help with questions or concerns about navigating the hospital's services.

"Our multidisciplinary approach in the development of this center – including the administrative director, administrative managers, nurses and patient service coordinators – is the key to the success of the Access Center," says Jule Frechette, senior administrative manager of the Access and Appointment Center and liaison for the MGH*f*C. "Each member brought a unique perspective on patient care and patient experiences to help us build a program that meets the needs of our patients and referring communities."

Access Center representatives are available Monday through Friday, from 8 am to 5 pm. To schedule an appointment, parents should call 888-MGH*f*C4U (644-3248). Referring physicians should call 888-MGH*f*C11 (644-3211). For more information about the center, contact Frechette at (617) 643-1808 or Donna Quinlan, supervisor for the Access Center, at (617) 724-3758.

*From left, Quinlan, Patrice Danlen, Frechette, Letear Charley and Sharise Henson*

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MGH HOTLINE



## What's Happening

**Senior HealthWISE events**
MGH Senior HealthWISE will host a "Get Warm, Stay Fit" exercise session Jan. 31, from 11 am to noon at the Clubs at Charles River Park, followed by lunch from noon to 1 pm. Registration is required. The program also will offer free hypertension screenings and blood pressure checks Jan. 28, from 1:30 to 2:30 pm at the West End Library, and Feb. 4, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information or event registration, call (617) 724-6756.

**Microsoft Office 2003 workshops**
Information Systems Training is offering a full schedule of Microsoft Office 2003 classes. To view a complete schedule or register, visit *is.partners.org/training*. For more information, e-mail *istraining@partners.org*.

**MLK tribute event**
In honor of Martin Luther King Jr. Day, Partners HealthCare and the MGH Disparities Solutions Center will host its annual event, "A Celebration of the Legacy of Rev. Dr. Martin Luther King Jr." Feb. 1, from 9 to 10 am in the Simches Research Center, Room 3110. Juan Williams, correspondent for National Public Radio and author of *Eyes on the Prize*, will be the guest speaker. For more information, call (617) 724-3963.

**Call for CIMIT grant applications**
CIMIT is accepting applications for its science and clinical systems innovations grants, which support research teams focusing on early stage medical devices, procedures, diagnosis and procedural systems that will result in better patient care. Pre-proposals for grants in both categories are due by Feb. 9. Teams whose pre-proposals are accepted will be required to submit a full proposal by March 16. Final decisions will be made by May 4. For more information, visit *www.cimit.org*.

**Info-Bytes computer courses**
Partners Information Systems Training is introducing its new Microsoft Office 2003 computer courses, "Info-Bytes," which are one-hour, hands-on sessions taught at an accelerated pace. For a complete course schedule or to register, use PeopleSoft at *ibridge.partners.org* and select: "PeopleSoft HRMS Production," "Self-Service," "Employee," "Tasks," "Request Training Enrollment," and "Search by Course Code." Then enter "ISM" and select a class that begins with "IB" to view available sessions. For more information, e-mail *istraining@partners.org*.

**Conversations with Caregivers eldercare series**
The MGH Geriatric Medicine Unit will host "An Open Conversation" Jan. 29, from 5:15 to 6:30 pm in the Blum Center. Barbara Moscowitz, LICSW, MSW, will discuss questions and concerns about elder resources and parent, spouse and family challenges. For more information or to register, call (617) 724-7324.

**Volunteers needed for Job Shadow Day**
Volunteers are needed to participate in Groundhog Job Shadow Day Feb. 1 by hosting a high school student from one of the MGH's partner schools during the workday. For more information or to participate, contact Galia Wise at (617) 724-8326 or *gwise@partners.org*.

*Slavin, left, with Javier Marin, publisher of El Planeta*

## Slavin honored by *El Planeta*

**Peter L. Slavin, MD,** MGH president, has been recognized as an individual who has made a positive impact on the local Latino community in 2007 by *El Planeta*, the largest circulating Spanish-language newspaper in New England. Because he has made significant contributions to the well-being and health of Latinos in Massachusetts, Slavin is among 100 leaders who were named to the publication's El Poderometro 2007 (The Powermeter 2007).

**Submit news tips and story ideas to the *MGH Hotline***

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Anke Schumann, intern, at (617)643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

*www.massgeneral.org/news/*

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February 1, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Week of events at the MGH focuses on disparities*

**Last month,** the MGH hosted a series of events to promote awareness about racial and ethnic health care disparities. The debut of the Disparities Solutions Center (DSC)/Multicultural Affairs Office (MAO) Film Series took place Jan. 17 in the Haber Conference Room with a screening of "Miss Evers' Boys," a film based on the story of the Tuskegee Syphilis Study, in which treatment was withheld from 400 African-American men with syphilis between 1932 and 1972. A discussion with two noted medical historians, Linda Clayton, MD, MPH, and W. Michael Byrd, MD, MPH, both instructors at the Harvard School of Public Health, followed the film.

"Scientific racism had existed for thousands of years," said Byrd. "Tuskegee represented the tip of the iceberg." Alex Green, MD, MPH, senior faculty member at the DSC, acknowledged that some minority patients still harbor mistrust toward the health care system as a result of the Tuskegee study and encouraged physicians to acknowledge this possibility and explore such issues forthrightly with their patients.

**"Scientific racism had existed for thousands of years," said Byrd. "Tuskegee represented the tip of the iceberg."**

The next event took place Jan. 23 in the O'Keeffe Auditorium, with the MGH's fourth annual disparities forum, "New Orleans – Past, Present, Future." Donald Erwin, MD, and Mary Abell, MD, both of the St. Thomas Community Health Center in New Orleans, and Ronald Chisom, a lifelong New Orleans resident and community activist, spoke about the need for culturally competent health care in New Orleans before and after Hurricane Katrina. Louisiana historically has ranked lowest in the country for public health; after the devastation, conditions in New Orleans worsened as Charity Hospital remained closed and residents fled the city. Joseph Betancourt, MD, MPH, director of the DSC, encouraged the audience to interpret the discussion as a call

(*Continued on page 2*)

## Two MGHers/Patriots fans win a dream Super Bowl trip

**Congratulations to** Colleen Brown, RN, staff nurse on Bulfinch 11, and Jennifer Carew, medical technologist for the Pulmonary and Critical Care Unit. They are the lucky winners of the MGH's New England Patriots raffle and will enjoy a four-day Super Bowl XLII extravaganza, including two tickets to the sold-out Super Bowl game in Phoenix. Proceeds from the raffle benefit the MGH Fund, which helps support the hospital's most immediate needs.

Carew

"I think I am still in shock," says Carew. "My hands were shaking when I was trying to fill out the paperwork for the trip. It's a very generous prize, and I can't thank the MGH enough for the opportunity. Go Pats!"

"I still can't believe it's true," says Brown. "It feels like a dream. Thank you to the MGH for this opportunity. It reinforces that the hospital truly is a great place to work. Go Patriots!"

Jeff Davis, senior vice president of Human Resources, congratulated the winners: "We had a great turnout from the Patriots fans who entered the Super Bowl raffle," he said. "With more than 3,000 entries, Jennifer and Colleen are truly lucky winners. We would like to thank all of the employees who participated for supporting the MGH Fund, an important patient care fund."

Davis, left, and Brown

## — *Disparities*

*(Continued from page 1)*

to action rather than an academic inquiry. The event was sponsored by the MGH Committee on Racial and Ethnic Disparities, which Betancourt co-chairs with Joan Quinlan, director of the Community Benefit Program. Co-sponsors of the event included the DSC, the MGH Community Benefit Program and the MAO.

The DSC hosted its Keeping Current: Racial and Ethnic Disparities seminar series the following day in the Trustees Room. Joel Weissman, PhD, senior scientist at the MGH Institute for Health Policy, and Ashish Jha, MD, MPH, VA Boston Healthcare System and BWH physician, shared data indicating that the country's worst-performing hospitals also treated the highest percentages of minority patients. Jha also pointed to a study showing that 22 percent of primary care physicians treated 88 percent of elderly African-American patients and that these physicians were less likely to be board-certified. He concluded by asserting that reducing health care disparities requires a mix of systemwide quality improvement efforts as well as disparities-specific interventions and encouraged patients to become more involved in their own care.

For more information about the DSC, access *www.mghdisparitiessolutions.org*.

*From left, Green, Betancourt, Clayton and Byrd*

## Employee parking programs and policies

**MGH Parking and Commuter Services** reminds all staff and employees that employee parking is not allowed during daytime hours in the Fruit Street, Parkman Street and Yawkey Center for Outpatient Care garages or by any MGH valet operation at the Cox Building, Wang Ambulatory Care Center or Yawkey Center in order to provide parking for patients and visitors. As both a benefit and convenience to evening and night/weekend employees, MGH Parking and Commuter Services offers reduced rate and free parking options at the Fruit Street and Parkman Street garages.

Evening or night/weekend shift employees wishing to enroll in a parking program at the Fruit Street and Parkman Street garages can do so at the Fruit Street parking office. The employee's hospital ID badge will be programmed for access. Evening shift employees may enter the garages between 2:30 and 5:30 pm, Monday through Friday, for $80, which includes 20 programmed uses. Night shift employees may use their programmed ID cards to enter the garages after 5:30 pm, Monday through Friday, and 24 hours a day during weekends – which begin Friday at 5:30 pm and end Monday at 9:30 am – at no cost. There is no employee parking after 9:30 am, Monday through Friday, at these garages. There is no employee parking in the Yawkey Center Garage at any time.

MGHers using the garages should note the following policy details:

- Employees registered for Fruit Street or Parkman Street garage parking programs entering or exiting the garages outside of the specified time periods will be charged the posted public rate for the time spent parked in the garage through payroll deduction. If this practice is frequent, supervisors will be notified.
- Employees registered for Fruit Street or Parkman Street garage parking programs entering or exiting the garages without their ID badge will be charged, upon verification of their participation in the parking programs, the maximum daily validated rate of $8 through payroll deduction. No exceptions or refunds will be given.
- Employees with an ID badge that does not work upon entering or exiting the garages will be charged the maximum daily validated rate and given a receipt. The Fruit Street parking office will research and issue a credit through payroll deduction if a refund is due. A receipt of initial payment is required.
- Employees with a personal medical appointment or visiting or caring for a patient may park in the Fruit Street or Parkman Street garages or use the valet for the time of the appointment or visit. Employees may not go or return to work and leave their vehicles in the garage. Parking spaces turn over three to four times a day, meaning that one parking space occupied by an employee would take up to four patient parking spaces.

Repeat violators of parking policies may have their parking privileges suspended or terminated. MGH Parking and Commuter Services thanks all those who support these policies, which ensure adequate parking for patients and visitors. For more information, call (617) 726-8886.

MGH HOTLINE

# Experimental procedure induces tolerance to mismatched kidney transplants

**Four of five patients** participating in a trial of an MGH-developed protocol to induce tolerance to mismatched kidney transplants have been able to discontinue immunosuppressive drugs. "We are very encouraged by our initial success in inducing tolerance across the HLA barrier, something that has been a major goal of transplant immunology for years," says David H. Sachs, MD, director of the MGH Transplantation Biology Research Center (TBRC) and senior author of the report appearing in the Jan. 24 issue of the *New England Journal of Medicine* (*NEJM*).

For more than three decades, Sachs and his colleagues have been pursuing ways to essentially trick a recipient's immune system into regarding a donor organ as "self." Over the years the team has developed an approach in which the recipient receives the donor's bone marrow along with the needed organ, leading to an immune system that blends elements of both the donor and recipient. Since 1998, the team has successfully used this approach in seven patients who received immunologically matched organs to treat kidney failure caused by the bone marrow cancer multiple myeloma, for which marrow transplantation is a standard treatment.

The current study enrolled five patients with kidney failure from noncancerous conditions who did not have perfectly matched living donors. Before the kidney and bone marrow transplant procedures, patients were treated to partially destroy their bone marrow and reduce the level of T cells, the immune system component primarily involved in organ rejection. After one participant rejected the donor kidney, the protocol was adjusted to also target the immune system's B cells. All four of the successfully transplanted patients continue to have normal kidney function from two to more than five years later.

"While we need to study this approach in a larger group of patients before it is ready for broad clinical use, this is the first time that tolerance to a series of mismatched transplants has been intentionally and successfully induced," says Sachs. He stresses that the success of this study and of preceding and subsequent investigations relies on the multidisciplinary team of researchers from the MGH Transplant Center. Key team members are surgeons Tatsuo Kawai, MD, lead author of the *NEJM* report, and A. Benedict Cosimi, MD, chief of Transplantation Surgery; Thomas Spitzer, MD, director of the Bone Marrow Transplant Unit; Nina Tolkoff-Rubin, MD, medical director of Kidney Transplantation; and Megan Sykes, MD, chief of the Bone Marrow Transplantation Section and associate director of the TBRC. ●

# Shaping service interactions

**When patients arrive** at the MGH, often the first person they encounter is front line staff. Staff members in ambulatory practices and support services are integral to shaping the patient's perception of a quality interaction and benefit from having the knowledge and tools to deliver this quality interaction consistently. Managers can help strengthen their staff's service delivery and enhance the patient's experience by registering their staff for the new Front and Center Program.

Sponsored by the Service Improvement Department, the Front and Center Program is a four-part training series that focuses on the attitudes, culture, social and emotional behaviors that shape the service interaction. Each course will be offered several times in 2008 and will be held on the second floor of 165 Charles River Plaza. To view logistics for each course, access *intranet.massgeneral.org/service/frontcenter_sched.html*.

Managers can register direct reports by e-mailing Beth Churnet at *bchurnet@partners.org*. Registrations will be made on a first come, first serve basis. ●

## Broadcast from Baghdad

**As part of an** American physician delegation, Laurence Ronan, MD, of MGH Internal Medicine Associates and director of the Thomas S. Durant, MD, Fellowship in Refugee Medicine, attended the First National Conference on Continuing Professional Development in Baghdad, Iraq, Jan. 11 and 12. Ronan met with Gen. David Petraeus, commanding general of the Multi-National Forces in Iraq, to discuss the MGH's contributions to Iraq's reconstruction efforts. The MGH plans to broadcast Medical Grand Rounds to four Iraqi hospitals in Baghdad, Mosul, Basra and Erbil. The conference was attended by more than 400 Iraqi physicians, the Iraqi Minister of Health Salin Mahdi Motlab Al-Hasanawi, MD; U.S. Ambassador to Iraq Ryan Crocker; and U.S. Assistant Secretary of Defense for Health Affairs, S. Ward Casscells, MD. Pictured above, from left, are Michael Brennan, MD, president-elect of the American Opthalmological Society; Bud Alpert, MD, of the Department of Plastic Surgery at the University of California in San Francisco; Petraeus and Ronan.

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MGH HOTLINE



## What's Happening

**Senior HealthWISE events**
MGH Senior HealthWISE will offer the following events: a tour of the Museum of African American History Feb. 5, from 1 to 2 pm at the Abiel Smith School, 46 Joy Street; a screening of the documentary "Been Rich All My Life" Feb. 6, from 1:30 to 3:30 pm in the Haber Conference Room; and a lecture series, "When the Golden Years Don't Feel So Golden," Feb. 7, from 11 am to noon in the Haber Conference Room with guest speaker Mary Lussier-Cushing, APRN. Registration is required for the museum tour and film series. For more information or event registration, call (617) 724-6756.

**Nominations for HMS Dean's Community Service Awards**
The Office for Diversity and Community Partnership at Harvard Medical School (HMS) is seeking nominations for the 2008 Dean's Community Service Awards, which recognize HMS and Harvard School of Dental Medicine faculty, trainees, students and staff who have made outstanding personal efforts in serving the local, national or international community. Nomination forms are available at *www.mfdp.med.harvard.edu/awards/csa*. For more information, contact Tracey Billy at (617) 432-3020 or *tracey_billy@hms.harvard.edu*.

**Ethics forum**
The MGH Ethics Task Force will offer "Jewish Law and End of Life Decision Making: A Case Study" Feb. 8, from noon to 1 pm in the Sweet Conference Room. Craig D. Blinderman, MD, MA, of the MGH Palliative Care Service, will be the guest speaker, and Rabbi Ben Lanckton of the MGH Chaplaincy will lead a panel discussion. For more information, e-mail Alex Cist, MD, at *acist@partners.org*.

**Wellman Center lecture series**
The MGH Wellman Center for Photomedicine lecture series will host "Singlet Oxygen in Biological Systems: From Green Fluorescent Proteins to Photodynamic Inactivation of Bacteria" Feb. 7, from 2:15 to 3:15 pm. A coffee reception will begin at 2 pm. Santiago Nonell, PhD, FRSC, professor of Physical Chemistry at the Universitat Ramon Llull in Barcelona, Spain, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**Ash Wednesday services**
MGH Chaplaincy will offer Ash Wednesday services Feb. 6 in the MGH Chapel on Ellison 1. Roman Catholic Mass will be held at 11 am and 4 pm and an ecumenical service will be held at 12:15 pm. All services will be broadcast on Channel 16 on the MGH in-house television system. Ashes will be distributed in the Chapel between 9 am and 5 pm and will be delivered once to each patient floor between 8 am and 4 pm. Ashes also will be distributed at the following: CNY Building 149, West Wing, from noon to 1 pm; Charlestown HealthCare Center, basement conference room, from 11 am to noon; Revere HealthCare Center, Sweet Conference Room, from 11:30 am to noon; Schrafft Center, fifth floor, BWPO Conference Room, from noon to 1 pm; Chelsea HealthCare Center, third floor conference room, from 8 to 8:45 am and the fourth floor Eleanor Clark Conference Room, from noon to 1 pm; and Massachusetts Eye and Ear Infirmary, 11th floor patient lounge, from 10 to 10:45 am and sixth floor OR lounge, from 11 to 11:30 am. For more information, call (617) 726-2220.

**Conversations with Caregivers eldercare series**
As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "Steps to a Safer Home: Fall Prevention" Feb. 5, from 5:15 to 6:30 pm in the Blum Center. Alison Squandrito, PT, DPT, GCS, of MGH Physical Therapy Services, will be the guest speaker. For more information, call (617) 724-7324.

## In General

The Imperial College of London has appointed **Jay Loeffler, MD,** chief of MGH Radiation Oncology, as a visiting professor for the 2008 calendar year. The appointment was announced by Stephen Smith, DSc, FMedSci, principal of the Faculty of Medicine, and Sir Richard Sykes, rector of the college. In this role, Loeffler will serve as an advisor for the cancer programs at the college as well as the Hammersmith and Charing Cross Hospitals.

*Unity First News* named **Deborah Washington, RN, PhDc,** director of Diversity for Patient Care Services, as its 2008 Leader by Example, an honor designed to recognize individuals who inspire others to remain committed to diversity, leadership, excellence and success. The announcement appears in the publication's January/February 2008 issue.

The National Council of Instructional Administrators selected the **MGH/Bunker Hill Community College sterile processing certification preparation course** as the winner in the Workforce Development category of its annual Exemplary Initiatives Competition. The 15-week course prepares students for careers in sterile processing and distribution in the MGH Operating Rooms and includes a reading comprehension exam, exam review sessions, flexible scheduling opportunities for students and funding for books, the certification exam and additional fees.

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February 8, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Two events celebrate Rev. Dr. Martin Luther King Jr.

**In honor of** Rev. Dr. Martin Luther King Jr., whose birthday was recognized across the country Jan. 21, both the MGH and Partners HealthCare celebrated the civil rights leader's legacy through speeches, musical performances and special events.

The MGH event, sponsored by the Association of Multicultural Members of Partners (AMMP) and the Multicultural Affairs Office (MAO), took place Jan. 18 in the East Garden Room. Shea Sherrod Asfaw, project director for MGH Strategic Planning and chair of AMMP, welcomed the audience and spoke of King's legacy in terms of today's youth: "We must work to make sure that everyone, especially our youth, feel invested in their futures and the future of the world they live in."

Next, Peter L. Slavin, MD, MGH president,

(*Continued on page 2*)

*From left: Asfaw; Thomas Glynn, Partners chief operating officer; Williams; Matt Fishman, Partners vice president of Community Health; Akin Demehin, administrative director for the Center for Quality and Safety and AMMP vice chair; Deborah Washington, RN, MS, PhD, director of Diversity for Patient Care Services; and Michael Watkins, MD, director of the Vascular Surgery Research Laboratory and member of the MAO Advisory Board*

Quality&Safety

## Center for Quality and Safety launches new goals

**The MGH/MGPO Center for Quality and Safety** (CQS) has kicked off the new year with a set of key quality and safety goals aimed at enhancing patient care and sustaining quality and safety gains made in 2007. The 2008 quality and safety goals encompass five performance areas that serve as priorities across the hospital:

- Reduce health care-associated infections by maintaining hand hygiene gains and reducing catheter-associated bloodstream infections.
- Reduce the rate of patient falls with injury.
- Reduce the incidence of hospital-acquired pressure ulcers.
- Improve select inpatient experience-related metrics such as noise complaints, staff responsiveness and clinician communication.
- Improve the quality of handoffs through analysis, new policies, information technology and research.

"Each of these performance goals is fundamental to safe patient care and high quality health care delivery," says Gregg Meyer, MD, senior vice president of the CQS. "As the MGH moves toward greater transparency around reporting our quality outcomes and measures, it's even more important to have measurable goals and demonstrable gains. Achieving these objectives in the coming year will help bring us a step closer to our goal of leading the nation in quality and safety."

The CQS worked closely with groups across the MGH and MGPO to develop these performance goals and is continuing to bolster the hospital's quality and safety improvement infrastructure. Recently, the CQS developed an internal quality and safety dashboard and soon will launch a public website to report quality metrics. Among the CQS's other priorities are increasing the number of safety events reported in the MGH's online reporting system, demonstrating improvements resulting from these reports and partnering with the Patient Care Assessment Committee to develop a coordinated plan for departmental-level quality measurement and improvement. Currently, CQS is supporting Patient Care Services in maintaining Magnet hospital status, an honor developed by the American Nurses Credentialing Center to recognize health care organizations for nursing excellence.

For more information about the CQS, contact Akin Demehin, CQS administrative director, at *ademehin@partners.org*.

Quality&Safety

## – MLK events

(*Continued from page 1*)

compared the MGH's founding ideals to those embraced by King. With the hospital's bicentennial only three years away, Slavin encouraged MGHers to preserve the spirit of willingness to serve all who are in need. "There is much more we and others have to do to help realize Dr. King's dream," he said. The event's keynote speaker, Jackie Jenkins-Scott, president of Wheelock College, also spoke of King's legacy and her experience working with area youth. "Simply by providing support and information, we can connect the dots for the youth of today," she said. "Dr. King's vision is not nearly as far off as it seems." The celebration opened and concluded with performances by the Voices of MGH choir.

The Partners-sponsored event at the MGH took place Feb. 1 in the Richard B. Simches Research Center. There, Slavin spoke of MGH initiatives, such as the Disparities Solutions Center and MAO's Underrepresented Minority Student Mentorship Program, which exemplify King's vision. Slavin then introduced Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development, who recognized the MGH's three YMCA Black Achievers for 2007: Luc Dumornay, operations manager for Environmental Services; Michelle McDonald, insurance specialist for MGH Radiology/Clinical Support Services; and Karen Osborne, senior administrative manager for Research in the Division of Hematology-Oncology and Surgical Oncology at the MGH Cancer Center; and Spaulding Rehabilitation Hospital's Black Achiever, Michele Belizaire, RN, Rehabilitation Unit charge nurse.

After an encore performance by the Voices of MGH, journalist and social commentator Juan Williams delivered the keynote address. Williams imagined what King would say if he were alive today, using this image to critique American society, which he perceives as having strayed from King's vision. Nevertheless, he expressed hope in the country's ability "to stand tall in this crucial moment in American history." Williams encouraged the audience to utilize the MGH as a platform to effect social change and concluded by remarking that it is the responsibility of the individual to embody King's ideals.

For information about AMMP, access *www.massgeneral.org/ammp*. For information about MAO, access *www.massgeneral.org/mao*. ●

## AONE selects 2008 Nurse Manager Fellows

Jenkins

Stefancyk

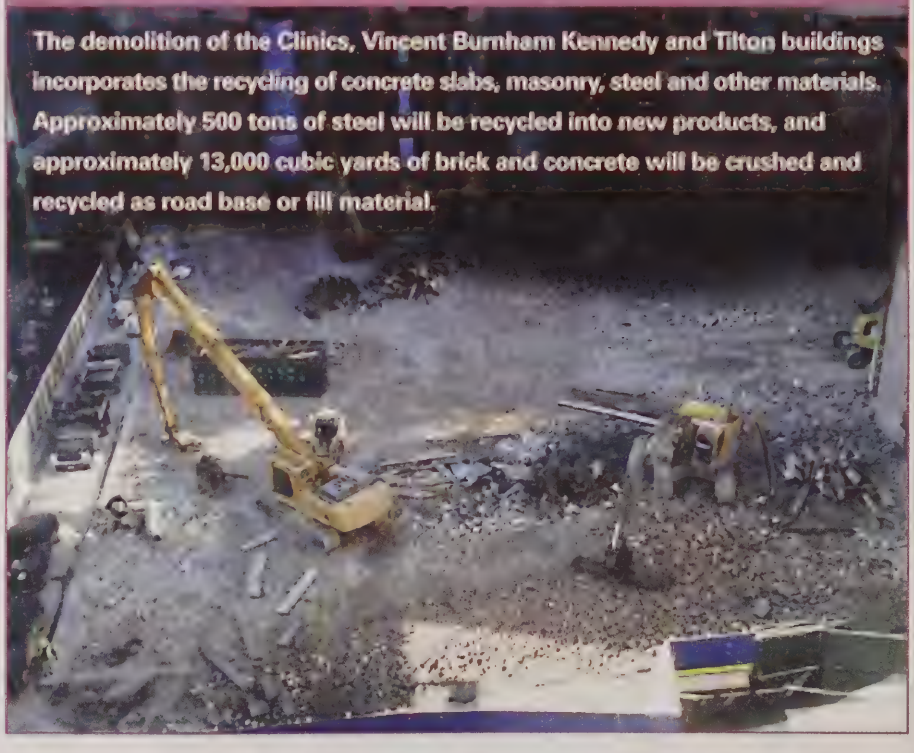
**Two nursing directors** from the MGH have been selected by the American Organization of Nurse Executives (AONE) to participate in the inaugural class of the AONE's Nurse Manager Fellowship Program. Donna Jenkins, MS, RN, CAN, BC, of Thoracic Surgery, and Amanda Stefancyk, RN, MSN, MBA, of General Medicine, began their fellowship year with a five-day meeting Feb. 7.

The AONE Nurse Manager Fellowship Program is the first of its kind to focus on the education and development of nurse managers. Designed to meet the practice needs of nurse managers and prepare the next generation of executive-level nurse leaders, the fellowship curriculum focuses on three pillars of leadership, including "The Science: Managing the Business," "The Art: Leading and Managing the People," and "The Leader Within." AONE Fellowship Program faculty includes renowned nurse leaders and experts in nursing leadership and management. Jenkins and Stefancyk will complete the year-long program with an individual capstone project benefiting the MGH.

"We were thrilled to hear that both Donna and Amanda were accepted into this inaugural AONE Nurse Manager Fellowship Program," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. "This is a wonderful opportunity for them to continue to develop as nurse leaders and to share their learning with colleagues throughout the hospital and beyond." ●

## DID YOU KNOW ...

**The demolition of the Clinics, Vincent Burnham Kennedy and Tilton buildings incorporates the recycling of concrete slabs, masonry, steel and other materials. Approximately 500 tons of steel will be recycled into new products, and approximately 13,000 cubic yards of brick and concrete will be crushed and recycled as road base or fill material.**



MGH HOTLINE

*From left, Ives Erickson, Wong, Vanessa Evans, Provencher, Bernida Washington and Dominga Gomes. Evans, Washington and Gomes were also nominees for this year's award.*

# *A partnership in caring*

**A spirit of remembrance** and celebration filled the O'Keeffe Auditorium Jan. 17 as the MGH marked the sixth annual presentation of the Anthony Kirvilaitis Jr. Partnership in Caring Awards. Named in honor of the first recipient, Anthony Kirvilaitis Jr., a longtime MGH employee who died in 2002, the awards were established that same year to recognize two support staff employees who demonstrate reliability, responsiveness, assurance, collaboration, flexibility, creativity and support in their daily work.

The ceremony opened with a commemoration of Kirvilaitis and his legacy at the MGH. "Tony had a tremendous impact on many of us and continues to influence the way support staff are oriented and welcomed into the Department of Nursing and Patient Care Services," said Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. Ives Erickson then announced the 2007 honorees: Chung Wah "Patrick" Wong, unit service associate for the Same Day Surgical Unit (SDSU), and Sheila Provencher, operations associate for the Emergency Department Observation Unit.

Wong, who joined the SDSU in 2004, is known among his colleagues as a dedicated employee ready for any challenge that comes his way. Janet Dauphinee Quigley, RN, nursing director of the SDSU, was among those who nominated Wong for the award. "Patrick single-handedly created a stretcher system to respond to patients' needs while taking into account the unit's challenging space demands," she wrote in a nomination letter. "He has surpassed my expectations with his ability to assess the situation and create a new system to respond to our unit space demands without being asked. The end result is a much improved, efficient system to care for our patients."

Provencher, a passionate advocate for peace and human rights, delivers compassionate care that reaches far beyond the walls of the MGH. For two years she lived in war-torn Iraq, working with a human rights organization documenting human rights abuses and building bridges to intersectarian dialogue. Back home at the MGH, Provencher is a champion for the needs of patients and families. According to nominator Hilary Levinson, RN, "Sheila understands that we are all here at the MGH with the primary goal of taking care of the patients and families who are in our midst. Sheila's entire focus is one of helping patients get what they need, and she will go to great lengths to help. It is almost as if Sheila has a second set of eyes and ears to anticipate the needs of the staff and patients." ●

## New year for service improvement

**Renewing their** commitment to consistently providing quality customer service, MGH managers and leaders attended the kick-off of the 2008 Service Learning Series Jan. 29. The series, sponsored by the MGH/MGPO Service Improvement Department, serves as a resource for managers and change leaders who shape the service culture at the MGH.

Peter L. Slavin, MD, president of the MGH, opened the series by discussing the need to create an "always" culture of service at the hospital – one where excellent customer service is delivered for every patient, every time and during every interaction. Sharing three MGH patient stories – including those of his own great-grandfather and father – he described the impact quality service can have on a patient's overall experience at the hospital and reflected on how the MGH could achieve this. "Truly great health care can only occur when technological tools are blended with trust, compassion, good communication and kindness," he said.

Nancy Gagliano, MD, vice president of Practice Improvement, then highlighted key accomplishments of the 2007 service improvement program and shared projects planned for the year ahead. During 2008, the program will focus on three core initiatives: the Front and Center Program, a training series for front-line staff; Partnerships for Improvement, which will provide tools and support for departments committed to transforming service delivery; and the continued development of the Service Learning Series.

The next session in the Service Learning Series, "Developing the MGH Employee's Service Mindset and Skills: An Introduction to the Courses that Make Up the Front and Center Program," will be held March 19, from 9 to 10:30 am at the Holiday Inn Select. For more information, contact Cindy Spiegle at (617) 726-1030 or cspiegle@partners.org.

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MGH HOTLINE



### Applied Biostatistics for Clinical Trials

The MGH Clinical Research Program is sponsoring a seminar series, "Applied Biostatistics for Clinical Trials" Feb. 27, March 5, 12 and 19, from 3:30 to 5 pm in the Simches Research Center, Room 3110. Elkan Halpern, PhD, chief statistician for the MGH Department of Radiology and director of Statistics for the MGH Institute of Technology Assessment, will review the statistical approach to problems commonly encountered in research. Registration is required. To register, visit *hub.partners.org/catalog/crp-2005-biostats-trialists.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

### Conversations with Caregivers eldercare series

As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "New Technologies to Support Caregiving for Older People" Feb. 12, from 5:15 to 6:30 pm in the Blum Center. Mike Cantor, MD, medical director of Dovetail Health; and Diane Mahoney, RN, director of Gerontechnology and the Jacques Mohr Professor at the MGH Institute of Health Professions, will be the guest speakers. For more information, call (617) 724-7324.

### Senior HealthWISE events

MGH Senior HealthWISE will offer the following events: a free screening of the film "Ocean's Thirteen" Feb. 13, from 1:30 to 3:30 pm in the Haber Conference Room; and a one-hour exercise class, "Get Warm, Stay Fit," Feb. 14, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Registration is required for both events. For more information or event registration, call (617) 724-6756.

### Vascular Center Public Forum

The MGH Vascular Center will host a Public Forum on abdominal aortic aneurysms (AAAs) and vascular disease Feb. 21, from 6 to 8 pm at the Liberty Hotel. Olympic hockey player Jim Craig, whose father died of an AAA, will be the featured speaker. The event is free and open to the public. For more information or to register, call (617) 643-0453 or e-mail *vascularhealth@partners.org.*

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### Memorial service for Katie Brush, RN

A memorial service for Kathryn Ann "Katie" Brush, RN, will be held Feb. 13, from 11 am to noon in the O'Keeffe Auditorium. A reception will be held immediately following the service. Brush died Dec. 23 following a brief illness. All MGH colleagues and friends are invited to attend.

### Nominations for theonehundred

The MGH Cancer Center is seeking nominations for its inaugural tribute to **theonehundred,** who are individuals, teams and patients whose contributions to compassionate care, clinical excellence, discovery and philanthropy have helped position the MGH Cancer Center as a leader in cancer treatment, research and support. All are encouraged to submit one or more nominations, which must be received by Feb. 15. The nominees and those selected as **theonehundred** will be honored at a dinner and recognition event June 5. To submit a nomination online, visit *www.massgeneral.org/theonehundred.* For more information, call (617) 724-3637 or e-mail *theonehundred@partners.org.*

### Call for applications for pilot feasibility projects at CNRC

The Harvard Clinical Nutrition Research Center (CNRC) is accepting applications for new pilot feasibility projects as well as competing renewals of currently funded one-year projects. Applications are intended for young investigators established by research programs relevant to clinical research who are without National Institutes of Health grant support; established scientists not currently focused on nutrition but who wish to initiate studies of direct or indirect importance to nutritional problems; and established nutrition researchers with new projects distinctly removed from their currently funded research projects. Applications are available at *nutrition.med.harvard.edu/research/pfp.html* and should be submitted to Suzzette McCarron at *smccarron1@partners.org.* The application deadline is March 3.

### Scientific Advisory Committee meeting

All MGHers are invited to attend the annual meeting of the Scientific Advisory Committee (SAC) Feb. 13 beginning at 8 am in the Simches Research Center, Room 3110. This year's theme is "Bridges Between MGH and Industry: A 360° Look." The SAC poster session will take place Feb. 12, from 11 am to 1:45 pm in the Simches Center, second floor. The annual Celebration of Science at the MGH, featuring presentations by researchers who have received major honors in the past year, will take place Feb. 12 beginning at 2 pm in the Simches Center, Room 3110. A detailed schedule of events is available at *www.massgeneral.org/pubaffairs/Issues2008/020808SAC.htm.*

### Hardware vendor fair

All MGHers are invited to attend a hardware vendor fair Feb. 14, from 7 am to 7 pm in the Founders Building, Room 130. The fair is being held in preparation for the implementation of the Electronic Medication Administration Process and Acute Care Documentation, which includes flow sheets, assessments and progress notes. Vendors will be available to help MGHers test hardware – including computing devices, bar code scanners and mobile carts.

February 15, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

# Recognizing innovative approaches to clinical obstacles

**Established in 2006** to help bridge the gap between new clinical evidence and current clinical practice, the MGH Clinical Innovation Awards support physicians, nurses and allied health professionals with an interest in applying their knowledge and creativity to improve day-to-day patient management at the hospital. Recently, Enrico Cagliero, MD, of the MGH Diabetes Center, and John Patrick T. Co, MD, MPH, of the MGH Center for Child and Adolescent Health Policy and the MGH Revere HealthCare Center, were named the 2007 Clinical Innovation Award recipients. Their projects were selected from among 21 proposals.

Cagliero's project evaluates the efficacy of an electronic set of insulin orders for improving glycemic control in MGH inpatients, nearly a third of whom have diabetes. Poor blood sugar control in a hospitalized patient is associated with dehydration, electrolyte imbalances, an increased frequency of infections and worse outcomes with heart attack and strokes, which all can lead to an increased length of stay and in-hospital mortality. Cagliero hopes to optimize care for diabetic inpatients during their stay at the MGH by improving overall glycemic control while minimizing hypoglycemic events.

Co's project will evaluate the effect of decision support on managing neonatal hyperbilirubinemia, also known as newborn

(*Continued on page 2*)

## At MGH Revere, families read early, read often

**Fourteen young readers** enjoyed a special visit Feb. 1, when the Chairman of the Massachusetts House Committee on Ways and Means, State Rep. Robert DeLeo, visited the MGH Revere HealthCare Center to support Reach Out and Read, a youth literacy program. DeLeo read aloud from two books, asking and answering questions along the way to reinforce the importance and value of reading.

Through Reach Out and Read, pediatricians give parents with children between the ages of six months and five years a new book at every regular checkup. MGH Revere is one of 199 sites across the state that participates in Reach Out and Read, which is targeted to low-income and at-risk youth. During appointments, parents learn about the importance of daily reading and receive a new developmentally and culturally appropriate book. MGH Revere provides books to more than 1,320 children each year.

"Our waiting room is like a library," says Roger Pasinski, MD, director of MGH Revere, referring to the dozens of books on display. "There's a huge connection between families reading together and kids' overall verbal and social health." Pasinski thanked DeLeo for his support of MGH Revere throughout the years.

DeLeo praised Reach Out and Read as "a program that works." He added, "To these kids, I'm not the chairman of Ways and Means. I'm just reading them a book, which is something all children should be able to enjoy."

For more information about Reach Out and Read, access *www.reachoutandread.org*.

*DeLeo reading to children at MGH Revere*

## FSA expenses for 2007

**MGH employees** with 2007 Health Care or Dependent Care Flexible Spending Accounts (FSAs) have until March 15 to incur expenses and until March 31 to submit them to the Benefits Office.

**Checking 2007 FSA balances**
Paychecks list only recent FSA reimbursements, not FSA account balances. Employees can check their FSA balance by logging onto PeopleSoft at *ibridge.partners.org* and clicking "PeopleSoft HRMS Production," "Self Service," "Flex Spend," "Flexible Spending Accounts" and entering "2007" as the calendar year.

**Submitting a claim**
FSA reimbursement claim forms are available on the MGH Benefits intranet site at *is.partners.org/hr/New_Web/mgh/mgh_forms.htm* or by calling the Benefits Office at (617) 726-8133. When submitting claims for health care expenses, employees should include a paid invoice that identifies the item or service purchased, the date the item was purchased or the service was delivered and the provider of the item or service. Employees should include a Social Security or Tax ID number for daycare or other service providers when submitting dependent care expenses.

**Reimbursement**
Once employees submit their claims, reimbursement should appear in the "Earnings" section of their paychecks. Due to the high volume of FSA claims at this time of year, it may take more than two weeks after employees submit their claims for reimbursements to be made.

For more information about FSAs, contact the Benefits Office at (617) 726-8133 or *ibenefits@partners.org*.

*Hamilton enjoys one last moment with his Harley.*

## *Hamilton helps cycle funds to MGH YouthCare*

**Though no one needs proof** that the MGH "rocks," bassist Tom Hamilton of the legendary Boston band Aerosmith made it clear Jan. 31 with the donation of his Harley Davidson motorcycle. Upon accepting the donation of the motorcycle and other memorabilia, the Hard Rock Café in turn made a donation of $30,000 to MGH YouthCare, a Charlestown-based program that supports children and adolescents with Asperger's syndrome and related conditions. Through their summer camp, teen programs and group work, MGH YouthCare helps young people with autism spectrum disorders build important social skills. For more information about the program, access *www.mghyouthcare.org*. ●

*Caglioti*

*Co*

## — *Awards*

*(Continued from page 1)*

jaundice. Improper management of this condition can result in permanent neurologic and cognitive deficits in children. Providing guideline-adherent management is problematic due to the need for access to both maternal and infant clinical information, as well as the use of specific graphical calculating devices to guide treatment and follow up. In conjunction with David Berkowicz, MD, and Henry Chueh, MD, both of the MGH Laboratory of Computer Science, Co is developing a software application that integrates maternal and newborn medical information and reports bilirubin results graphically in the context of current guidelines. The effectiveness of the software application will be tested in a randomized controlled trial.

For more information about the MGH Clinical Innovation Awards, contact Kay Ryan, director of the MGH Clinical Research Program, at (617) 724-5200. ●

## SavePower!

**Beginning March 10,** the MGH will launch a new energy conservation and cost savings initiative for desktop computers called SavePower! This power management tool – which is already in use at BWH, Dana-Farber Cancer Institute and several Partners HealthCare locations – will reduce greenhouse gas emissions at a rate equivalent to removing 2,000 cars from the roads each year once it is implemented at all Partners sites. While the initial phase of the SavePower! initiative encompasses only monitors, later this year computer systems also will be included, reducing Partners-wide energy costs by $1.4 million. The first phase of the project is anticipated to be completed by the end of March.

The rollout of SavePower! will take place over a two-week period, during which time monitors at private workstations automatically will change into standby mode when inactive for 30 minutes or more. The monitor will display a black screen and an orange status light, and a touch of the mouse or keyboard will "awaken" the monitor. Workstations in clinical areas will not be affected by this change.

In order for this effort to be successful, employees must log off properly and leave their computers on to ensure nightly network updates. The energy saved by completely shutting down computers as opposed to leaving them in standby mode is negligible. Employees should follow the instructions below to log off and put their computers into standby mode:

- Save all open documents and files.
- Close all applications.
- Click the yellow lock icon located in the lower right corner of the computer taskbar.
- Click the new user button.

For more information about the project, visit *savepower.partners.org*. For additional questions, call the MGH Help Desk at (617) 726-5085. ●

## Me and my shadow

**Much like the** famous groundhog Punxsutawney Phil, several MGH and Partners HealthCare employees were met on the morning of Feb. 1 by their "shadows." These staff members volunteered for the MGH's annual Groundhog Job Shadow Day to give East Boston High School (EBHS) and Health Careers Academy (HCa) students firsthand experiences in their workplaces.

Sponsored by the MGH Community Benefit Program, the mid-winter hospital tradition offers EBHS and HCa students interested in learning about careers at the MGH the opportunity to "shadow" hospital staff at work, ask questions and even assist the employee when appropriate. This year, MGH volunteers representing 44 departments took part in the program.

Pauline Donovan, Partners Information Systems analyst, volunteered to host an EBHS sophomore student for this year's event. "I love to see the kids learn about the work world," she says. "They are very eager to learn, and they have so much energy that it's contagious. Even though it's just one day I think this job shadow day is such a great program to show the students how people work and what they do."

For more information about MGH's high school partnership programs, call (617) 724-8326. ●

## Use PeopleSoft Employee Self Service to apply for positions

**MGH employees now have** the ability to search and apply for positions within Partners HealthCare using PeopleSoft Employee Self Service (ESS). Employees can log into the system using their ESS username and password. Once logged in, workers can search internal and external positions throughout Partners affiliates, apply using the online application and then check back to view the status of positions for which they have applied. Employees' personal information, already contained within PeopleSoft, automatically will be entered into the application when applying for positions. Employees should use ESS to apply for jobs to be considered as internal applicants. Application and job search information is confidential and will not be shared with individuals outside the recruitment process.

To search for positions via the ESS component:

**Step 1:** Log into PeopleSoft via *ibridge.partners.org/getaccess*
**Step 2:** Navigate through the following path: Main Menu > Self Service > Employee > Employee Experience Home
**Step 3:** Use the various search options to find a job.
**Step 4:** Complete and submit the online application.

For questions about using this component of PeopleSoft, e-mail *ibridge@partners.org*.

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE screenings**
MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks Feb. 20, from 10 to 11 am at the Old West Church, 131 Cambridge St. and Feb. 25, from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. For more information, call (617) 724-6756.

**InfoBytes computer courses**
Partners Information Systems Training is offering new Microsoft 2003 training courses, InfoBytes. Upcoming classes are "Word 2003: How to Format Documents," Feb. 21, from 8:30 to 10 am and "PowerPoint 2003: How to Use Templates and Masters," Feb. 21, from 10:30 am to noon. Both will take place at 165 Charles River Plaza, Suite 200. An optional half hour of training will be provided at the end of each session for related exercises and one-on-one consultation. To register, visit PeopleSoft at *ibridge.partners.org* and select: "HRMS Production," "Self Service," "Employee," "Tasks," "Request Training Enrollment," and "Search by Course Code." Then enter "ISM" and search to view available sessions. For more information, e-mail *istraining@partners.org*.

**LGBT networking reception**
A networking reception for members and friends of the lesbian, gay, bisexual and transgender (LGBT) community at the MGH will be held Feb. 27, from 4 to 6 pm in the Yawkey Center, Room 2210. For more information or to volunteer for LGBT events, contact Jackie Slivko at (617) 726-0169 or *jslivko@partners.org*.

**Center for Global Health seminar series**
The MGH Center for Global Health seminar series will host "Key Issues in Achieving Global Child Health in the 21st Century" Feb. 25, from 5 to 6:30 pm in the O'Keeffe Auditorium. Charles MacCormack, president and CEO of Save the Children, will be the guest speaker. For more information, e-mail Roy Ahn at *rahn@partners.org*.

**Minority Faculty Development Award applications**
The MGH Minority Faculty Development Award Program is seeking applications for its Physician-Scientist Development Award, which provides transitional funding to aid a fellow or junior faculty member interested in becoming an independent MGH investigator; and the Clinician-Teacher Development Award, which provides funding for a clinical, educational or community project led by a junior faculty member, fellow or graduating resident pursuing an academic career as an MGH clinician, teacher or community leader. Both awards offer $120,000 in grant and loan repayment support over four years. The application deadline is March 7. For more information or an application, visit *www.massgeneral.org/mao/mfda.html*.

## Black history celebration

**Celebrating African-American** history was the focus of the evening Feb. 7 as MGHers gathered at the Museum of African American History for an event hosted by the Association of Multicultural Members of Partners (AAMP) and the Multicultural Affairs Office (MAO). The reception, "A Celebration of Black History," was held in the museum's Abiel Smith School, which once served as the nations' first public school for African-American children. Attendees learned about the history of the African-American community in Beacon Hill, which dates back to the early years of Boston. The event concluded with a short film about Beacon Hill's African-American community in the 1800s.

*From left, Shea Sherrod Asfaw, project director for MGH Strategic Planning and chair of AMMP; Jeff Davis, senior vice president for Human Resources; Digna Gerena, program manager for Human Resources; Akin Demehin, administrative director for the Center for Quality and Safety and AMMP vice chair; and Elena Olson, JD, executive director for the MAO*

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Natalie Nguyen, contributing writer, at (617) 643-3864;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

*www.massgeneral.org/news/*

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February 22, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## African-American Pinning Ceremony sends message of unity

**Held in** recognition of Black History Month, the ninth annual African-American Pinning Ceremony Feb. 12 became a celebration of the MGH family. Hosted by Deborah Washington, RN, PhDc, director of Diversity for Patient Care Services, the ceremony was held in the O'Keeffe Auditorium and featured a keynote address by Rhea McCauley, niece of civil rights heroine Rosa Parks; music by Boston gospel singer Sharon Molden; and the recognition of five African-American MGH employees for their significant contributions toward creating a positive and open organizational culture.

*In pins and stoles, the honorees, from left, Prescott, Mitchell, Hester, Eugene and Sickey*

Washington established the Pinning Ceremony in 1999 as a way for the hospital community to gather as a family to honor the achievements of African-American MGHers. The recipients of this year's awards – Vickie Eugene, RN, of the Pulmonary and Critical Care Unit; Ted Hester, NP, of Internal Medicine; Gwen Mitchell, LPN, of the Gillette Center for Women's Cancers; Decima Prescott, RN, of Orthopædics; and Alice Sickey, surgical technician – were nominated and selected by African-American MGHers and celebrated by the hospital community.

Following a spirited performance by Molden, McCauley delivered the keynote address, sharing her experience growing up as the niece of Parks, whose 1955 refusal to give up her bus seat to a white man sparked the Montgomery Bus Boycott. "America needed

(*Continued on page 3*)

## Bruins wear their hearts on their sleeves

**Valentine's Day** brought a sweet surprise for congenital heart disease (CHD) patients at the MassGeneral Hospital *for* Children (MGH*f*C) – a personal visit from Boston Bruins players Phil Kessel, Andrew Alberts and Dennis Wideman. The players joined Melissa Lemieux, president of the Massachusetts chapter of the CHD support organization "It's My Heart," and Pediatric Heart Center staff for the MGH*f*C's Heart Day for Congenital Heart Disease Awareness, which included a patient and family luncheon, a panel discussion and the announcement of a new support group and other initiatives for MGH*f*C patients living with CHD.

*Boston Bruins players warmed the hearts of young CHD patients and their families on Valentine's Day.*

*Looking forward: Slavin and Patrick endorse new funding program.*

## New research initiative is announced at the MGH

**The Richard B. Simches Research Center** hosted a who's who of state politics Feb. 11 as Gov. Deval Patrick, Rep. Michael Capuano, Senate President Therese Murray, House Speaker Salvatore DiMasi and other local government leaders joined MGH President Peter L. Slavin, MD, to announce support for a new $12 million research investment program. Funded and administered by the Massachusetts Life Sciences Center, the new program will promote research opportunities and increase industry-sponsored research in the Commonwealth. Public and private universities and colleges and their affiliates will be eligible for the investments, of which one half will come from the state with the other half from the academic institution or an industry partner.

In his remarks, Slavin praised the program for its potential to advance scientific research. With federal funding cuts for biomedical research in recent years, Slavin expressed gratitude that Massachusetts' leaders "see the connection between biomedical research and the health of our state." For Patrick, the program is a way to bridge current gaps in research funding. "I envision an unbroken line of support from inspiration to commercialization," he said.

For more information about the grant program, including schedules, application requirements and deadlines, access *www.masslifesciences.com.*

## *In the beginning: The birth of a hospital*

*In preparation for the MGH's bicentennial in 2011, MGH Hotline occasionally will publish articles highlighting the hospital's rich history, including its beginnings, groundbreaking milestones and colorful but little known tidbits. Below is the first installment.*

**Nearly 200 years ago,** the approximately 25,000 residents of Boston were without a hospital. This wasn't an unusual predicament; in the early 19th century the young nation had only two general hospitals, located in Pennsylvania and New York. Although a number of physicians – many of whom trained at Harvard Medical School (HMS) – lived in Boston, only those patients who could afford the expensive medical fees received treatment. Fortunately, there were physicians who cared for the poorest of the poor. These impoverished patients often lived in local charitable housing known as almshouses. For patients who suffered not only medical or mental illness but also the affliction of poverty, the almshouse was often the last stop before the grave.

The chaplain of the Boston almshouse, Rev. John Bartlett, was disappointed with the status of health care for the poor, particularly for those who were mentally ill. In early 1810, following visits to the hospitals in New York and Pennsylvania, he recruited several influential Bostonians to help establish Boston's own general hospital for the sick and mentally ill. Bartlett caught the attention of two like-minded HMS physicians – James Jackson, MD, and John Collins Warren, MD – who took on the task of raising support. On August 10, 1810, the physicians distributed a letter to their wealthy friends and acquaintances asking them to give what they could to help establish a hospital for the "reception of lunatics and other sick persons," that also could serve as a place for students of the medical school to train.

The response was immediate. On February 11, 1811, only six months after the letter was circulated, the Massachusetts General Court granted a charter for the incorporation of the Massachusetts General Hospital. The corporation met for the first time that year April 23 at a meeting moderated by former U.S. President John Adams. The purpose of the charter was clearly established, with the new hospital "intended to be a receptacle for patients from all parts of the Commonwealth, afflicted with diseases of a peculiar nature, requiring the most skillful treatment, and presenting cases for instruction in the study and practice of surgery and physic." The hospital would be open to patients of all ages, circumstances and situations, and it would welcome people from across the United States as well as other countries.

Funds and other gifts, including a 273-pound sow, began pouring in. Contributions stopped, however, when the country became embroiled in the War of 1812. It would be another four years before the hospital launched its first public fundraising campaign. Around this time the hospital's trustees decided that priority should be given to those suffering from mental illness. In 1816, the trustees purchased a small estate in Somerville for such an institution, known today as McLean Hospital. The general hospital would not break ground until 1818.

To learn more about MGH history, access *www.massgeneral.org/history.*

MGH HOTLINE



Advances

## *Enzyme appears key to keeping bacterial toxin out of bloodstream*

**A persistent mystery** in human medicine is how the lining of the small intestine, through which nutrients are absorbed, also prevents intestinal bacteria and their toxins from entering the bloodstream and causing serious infections. A team of MGH researchers has found that a specific intestinal enzyme may be able to block the action of the bacterial toxin involved in the overwhelming infection known as sepsis. The findings, which will appear in the *Proceedings of the National Academy of Sciences*, also may explain why patients recovering from serious injury are less likely to develop infections if they receive some nutrition by mouth.

"It's been known for many years that people who don't eat, particularly those who are ill or recovering from injury, are more susceptible to infections derived from the gut," says Richard Hodin, MD, of the MGH Department of Surgery, the study's senior author. "We know that eating – even nutrients delivered through a feeding tube – can help prevent infections; but how that prevents infection has been a mystery."

The study found that intestinal alkaline phosphatase (IAP), an enzyme produced in the small intestine when food is consumed, can block the action of lipopolysaccharide (LPS), a molecule responsible for the toxic effects of many bacteria. It also confirmed that levels of IAP and the ability to detoxify LPS drop significantly when animals do not eat for several days. "In addition to explaining how feeding can protect ICU patients from infection, these findings may have significant implications for a variety of conditions, including inflammatory bowel disease," Hodin says. ●

## *— Ceremony*

(*Continued from page 1*)

Auntie Rosa," McCauley said. She encouraged the audience to do their part in protecting Parks' legacy. "Rosa proved that you don't need to be loud to be defiant," she said. "She would want you to stand on her shoulders."

Following the speech, Washington and Administrative Fellow Olako Agburu presented each of the awardees their ceremonial pin and African stole, a symbol of African-American unity. Hester, who started at the MGH as a licensed practical nurse, became the first nationally certified nurse practitioner at the hospital in 1976. Mitchell, of the MGH Cancer Center, is renowned for her compassion and has raised more than $75,000 for breast cancer research through annual fundraising walks. Sickey, a native of Liberia, found asylum in the United States when civil war broke out in her country and currently volunteers with U.S.-based Liberian activist groups. Eugene, a survivor of domestic violence who has supported herself since age 17, has achieved her goal of becoming a nurse at the MGH. And Prescott, who originally is from the Caribbean island of St. Vincent, regretted that her family was unable to attend but remarked, "I have a large family on Blake 6." ●

## Weaving the MGH's B3C into the fabric of the city

*The B3C mock-up curtain wall displays a palette of materials and surfaces that will be used for the new building, which is slated to be completed in 2011.*

**Passersby can now** get a glimpse of the future exterior of the MGH's Building for the Third Century (B3C) when traveling by the Yawkey Center for Outpatient Care on Cambridge Street. There, a large construction model – a mock-up curtain wall – has temporarily been built. The 20-foot-tall structure is much like a collage displaying materials that will be used to create the B3C's exterior walls and surfaces. For all major new buildings in the city, the Boston Redevelopment Authority (BRA) requires a curtain wall mock-up for their review and approval. Once the BRA reviews the materials, the MGH is required to abide by the approved design. The mock-up will remain in place through construction of the actual curtain wall, scheduled for completion in spring 2010. Opening in 2011, the B3C will offer an intriguing palette of materials and finishes to the MGH campus.

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MGH HOTLINE



WHAT'S HAPPENING

**Senior HealthWISE lecture series**
The MGH Senior HealthWISE lecture series will offer "An Invitation to Mindfulness" Feb. 28, from 11 am to noon in the Haber Conference Room. Elizabeth Torres, PsyD, of McLean Hospital, will be the guest speaker. For more information, call (617) 724-6756.

**Conversations with Caregivers eldercare series**
As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "An Open Conversation: Questions and Concerns about Elder Resources, Parent/Spouse/Family Challenges" Feb. 26, from 5:15 to 6:30 pm in the Blum Center. Barbara Moscowitz, MSW, LICSW; and Sarah Langer, MSW, LICSW; both of the MGH Geriatric Medicine Unit, will present. For more information, call (617) 724-7324.

**AMS nursing career expo**
MGH Human Resources will host an Anticoagulation Management Services (AMS) Nursing Career Expo March 5 in the Haber Conference Room. Sessions will be held from 1 to 1:30 pm, 1:45 to 2:15 pm, and 2:30 to 3 pm for staff nurses to learn about careers in anticoagulation therapy and meet with members of the department. To register for a session, e-mail *mandrews3@partners.org*.

**Front and Center Program update**
Because of overwhelming interest in the Front and Center Program sponsored by the MGH/MGPO Service Improvement Department all courses are fully enrolled. The department will explore additional resources in an effort to expand course offerings. For more information, visit *intranet.massgeneral.org/ service/* or contact Cindy Sprogis at (617) 726-1030.

**OpenHelix computer tutorial**
The MGH Clinical Research Program is offering "How Clinical Investigators Use the Human Genome Browser and HapMap: OpenHelix Computer Tutorial Session" March 6, from 1 to 4 pm in the Schepens Starr Center for Scientific Communications. The class will provide an introduction to the USC Genome Browser and instruction on how to access haplotype information in HapMap. The course fee is $125. To register, visit *hub.partners.org/ catalog/crp-2007-openhelix*. For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org*.

**Smoking cessation groups**
The MGH Tobacco Treatment Service is offering seven-week smoking cessation programs Wednesdays, beginning Feb. 27 at 5:30 pm; Thursdays, beginning March 6 at 2 pm; and Tuesdays, beginning March 18 at noon. Topics will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free life. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Pre-registration is required along with a registration fee, which is on a sliding scale. For more information or to register, call (617) 726-7443.

**Call for abstracts for Clinical Research Day**
MGH investigators are invited to submit abstracts for MGH Clinical Research Day May 22. Abstracts must be on clinical research and published in 2008 to be considered. Abstracts may be submitted online at *crp.abstract central.com*. The deadline is March 20. For more information, call (617) 726-3310 or e-mail *crpedu@partners.org*.

**ORCD seminar**
The MGH Office for Research Career Development (ORCD) is offering "Funding through Innovation: The Licensing Office as Your Partner" Feb. 28, from noon to 1 pm in the Thier Conference Room. Frances Toneguzzo, PhD, director of Partners Research Ventures and Licensing/Corporate Sponsored Research and Licensing at MGH, will present. For more information or to register, call (617) 643-1606 or e-mail *orcd@partners.org*.

**Volunteers needed for API Heritage Month**
Observed in May, Asian Pacific Islander (API) Heritage Month is a nationwide celebration of Asian-American culture, history and issues. In honor of API Heritage Month, the Association of Multicultural Members of Partners (AMMP) will sponsor a series of events throughout May. Volunteers are needed to help coordinate and plan the activities, which will emphasize culture, food and health issues specific to Asian-Americans. For more information or to volunteer, contact Natalie Nguyen at (617) 643-3864 or *ncnguyen@partners.org* by March 7.

**Eating disorders forum**
The Harris Center for Education and Advocacy in Eating Disorders at MGH will host its 12th annual public forum, "Redefining Perfection: Beauty, Fashion and Body Image" March 11, from 7 to 9 pm at Harvard University, Radcliffe Gymnasium. Guest speakers will include David Herzog, MD, director of the Harris Center; Kirsten Haglund, Miss America 2008; Paige Adams-Geller, founder of Paige Premium Denim; and Bradley Bayou, fashion designer and author of *The Science of Sexy*. For more information, contact Meredith Sears at (617) 726-9068 or *msears@partners.org*.

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February 29, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Magnet site visit completed

**The MGH** Department of Nursing recently underwent a comprehensive review by an external organization, the American Nurses Credentialing Center (ANCC), to assess how the hospital meets standards of practice and professional performance. The department, along with the entire MGH community, welcomed five ANCC appraisers for an intensive, three-day site visit to confirm the integral role nurses have in care delivery. During the exit interview, the appraisers noted that they had witnessed firsthand the hospital's high level of commitment to quality care, patient safety and interdisciplinary teamwork.

Appraisers will submit their final report to the ANCC's Commission on Magnet Recognition, which will review the MGH's report and decide on the hospital's re-designation as a Magnet hospital, an honor developed by the ANCC to recognize nursing excellence. The MGH can expect to hear the results of the evaluation in the coming months.

"I want to express my heartfelt gratitude to the Patient Care Services staff and the entire MGH community for their support throughout our review for Magnet redesignation," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president of Patient Care and chief nurse. "This has been a tremendous hospitalwide effort from the outset. Although Magnet designation is described as a measure of nursing excellence, in reality, it acknowledges our collective work – our interdisciplinary, patient- and family-centered practice."

**EXAMINING PROCESS IMPROVEMENT INSIDE INTEL:** *From left, Ginsburg and Jim Heffernan, MGPO chief financial officer*

## *Leadership meeting outlines hospital activities*

**At a leadership meeting** Feb. 25, MGH managers and supervisors heard updates on patient safety, process improvement and the MGH budget. Attendees were welcomed to the meeting with an inspirational song by the Voices of MGH choir.

Gregg Meyer, MD, senior vice president for the MGH/MGPO Center for Quality and Safety (CQS), announced that the CQS will be surveying MGH health care providers to better understand their perspectives on patient safety at the hospital. *(For more about the patient safety culture survey, see page 2).*

**More than 20 process improvement projects have been completed at the MGH, improving quality and safety, service, and efficiency and have revealed valuable lessons in the process.**

Sally Mason Boemer, senior vice president for Finance, and Cindy Aiena, budget director, reviewed the MGH's current FY '08 budget status and explained the FY '09 budget process. Through January, the hospital's operating margin of $18.6 million fell below budget by $5.5 million. Although net patient revenue was better than budget, other key drivers – including over-budget expenses mainly from salaries, wages and benefits and research revenue running below budget – contributed to a deficit. To correct this, the hospital must make a $2.1-million-per-month expense reduction from current spending levels to achieve monthly budget targets as well as make up the current $5.5 million deficit. The action plan to achieve the expense reduction includes a hiring review process; addressing utilization of overtime, temporary staff and bonuses; limiting spending on discretionary items; and monitoring telephone charges. The outlook for the FY '09 budget suggests an expected constraint on expense growth and new positions due to low volume and revenue growth rates. The hospital will need to increase focus on productivity and process improvement in the next fiscal year.

Dan Ginsburg, MGPO president and chief operating officer and MGH/MGPO senior

*(Continued on page 2)*

## *In memoriam: John S. Barlow, MD*

**John S. Barlow, MD,** retired from the MGH, died Feb. 15. He was 87 years old.

Barlow, who joined the MGH Department of Neurology in 1953, was a graduate of the University of North Carolina (UNC) at Chapel Hill and Harvard Medical School (HMS). A physicist as well as a physician, while at HMS he undertook the design for the first U.S. analog correlator for brain potentials, an artifact currently on display at the MIT Museum.

His work at the MGH focused on electroencephalography (EEG) – electronic recordings of brain activity. He was a past president of the Eastern Association of Electroencephalographers and the American EEG Society. In addition to authoring two books and numerous scientific articles in this field, he also designed electronic models to demonstrate how different parts of the brain function. An amateur linguist and historian, Barlow translated scientific articles from many different languages into English. He received his 50-year pin on Ether Day in 2003.

Barlow is survived by his wife of 57 years, Sibylle, and their three children, six grandchildren and great-granddaughter. Donations in his memory can be made to the Countway Library of Medicine at HMS or to the Department of Physics and Astronomy at UNC Chapel Hill.

## *— Leadership meeting*

(*Continued from page 1*)

vice president for Cancer and Women's Programs, introduced Mary Cramer as the new Process Improvement program director and described how process improvement aligns with the hospital's quality and safety framework. He reviewed what the program has accomplished at the MGH to date. More than 20 process improvement projects have been completed, improving quality and safety, service, and efficiency and have revealed valuable lessons in the process. Ginsburg also described a recent visit that MGH and MGPO administrators took to an Intel chip-manufacturing plant in Hudson, Mass. Implementing more than 6,000 small and large improvements, the plant enhanced work life and increased productivity. Like Intel, the MGH will continue to integrate process improvement into the fabric of the organization.

MGH President Peter L. Slavin, MD, closed the meeting by mentioning the appointment of three new chiefs – David E. Fisher, MD, PhD, chief of the Department of Dermatology; Ronald E. Kleinman, MD, chief of the Department of Pediatrics and physician-in-chief of the MassGeneral Hospital *for* Children; and Jeanine Wiener-Kronish, MD, chief of the Department of Anesthesia and Critical Care. He congratulated Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse, and Marianne Ditomassi, RN, MSN, MBA, executive director for Patient Care Services Operations, and the entire nursing staff for their work coordinating the recent Magnet site visit *(See story on page 1)*. He also commended the leadership of the MGH Executive Committee on Research for a successful Scientific Advisory Committee meeting. In closing, Slavin thanked W. Gerald Austen, MD, chair of the MGH Chiefs' Council, and the MGH Development Office for strong philanthropy efforts in the first four months of FY '08. ●

Quality&Safety

## Surveying of patient safety culture to be launched

**In early March,** the MGH/MGPO Center for Quality and Safety (CQS) will launch a staff survey to assess providers' attitudes about safety dimensions at the MGH – including feelings about the general safety environment in the hospital, teamwork, staffing, support from MGH leadership and freedom to report safety issues. The survey questions will be based upon those developed by the Agency for Healthcare Research and Quality.

"This survey will serve as a valuable tool to guide the Center for Quality and Safety agenda moving forward," says Gregg Meyer, MD, senior vice president of the CQS. "Research has shown that a high patient safety culture is related to employee retention, satisfaction and improved clinical outcomes such as lower incidence of bloodstream infections."

MGH health care providers are strongly encouraged to complete the anonymous survey that will be mailed directly to staff. Respondents will have the option of logging onto a website to confidentially complete the survey online.

For more information about the survey, contact Akin Demehin, administrative director for the CQS, at *ademehin@partners.org* or Barry Kitch, MD, of the MGH Institute for Health Policy, at *bkitch@partners.org*.

Quality&Safety

MGH HOTLINE

**AWARDS CELEBRATION:** *From left to right, David Ho, MD, founding scientific director and CEO of the Aaron Diamond AIDS Research Center; Carol Baker, MD, president of the National Foundation for Infectious Diseases (NFID) Board of Directors; Hirsch; and George Hill, MD, president-elect of the NFID Board of Directors*

# *Hirsch receives Maxwell Finland Award*

**Martin S. Hirsch, MD,** of the MGH Infectious Disease Unit and the Partners AIDS Research Center, was honored as the recipient of the prestigious Maxwell Finland Award for Scientific Achievement from the National Foundation for Infectious Diseases (NFID) at an awards gala Feb. 13. Hirsch was selected for the honor – given to scientists for outstanding contributions to the understanding of infectious diseases or public health – for his many achievements as a physician, researcher and educator.

During his more than 40-year career, Hirsch has become a leader in virology research and training, is widely known for his pioneering studies of therapies for viral infections and is regarded by many as the father of combination therapy for HIV/AIDS. In addition, he has trained many of today's leaders in HIV research and was awarded the first Mentor Award from the Infectious Diseases Society of America. A professor of Medicine at Harvard Medical School and professor of Immunology and Infectious Diseases at Harvard School of Public Health, he also is the editor-in-chief of the *Journal of Infectious Diseases*. Hirsch received his medical degree from Johns Hopkins University Medical School and trained at the MGH, the University of Chicago, the Centers for Disease Control and Prevention and the National Institute for Medical Research in London.

# Black History Month: A time to reflect

**On April 5, 1968** – the day after the assassination of Rev. Dr. Martin Luther King Jr. – nine faculty physicians at Harvard Medical School (HMS) began a petition for the increased enrollment of African-American students at the medical school. They were successful, and by the next year applications to HMS from minority students had increased fivefold. This marked a turning point in the history of underrepresented minorities (URMs) at HMS and the MGH. Since then, the MGH has continued to enhance the recruitment, retention and advancement of URM students and professionals.

At the MGH – though records are scarce – it is believed that the first African-American physician was Robert E. Fullilove, MD, who joined the Department of Urology as a graduate assistant in 1946. Six years later, Frances Bonner, MD, joined the Department of Psychiatry as the first African American female staff physician. Following in the footsteps of these trailblazers, the number of African-American and minority faculty members has steadily increased.

The 1990s were important years for diversity at the MGH. In 1992, the precursors of what would become the Multicultural Affairs Office (MAO) and Association of Multicultural Members of Partners were formed. And, in 1997, current Partners HealthCare President James J. Mongan, MD, who was then MGH president, restructured the Diversity Steering Committee as a management-level task force. With these structures in place, a variety of scholarships, grants, mentorship programs and educational opportunities were created.

Whereas promoting diversity was a moral imperative for those HMS doctors in 1969, today it is recognized as "a strategic priority as well as the right thing to do," says Winfred Williams, MD, co-chair of the MAO Advisory Board. Currently, there are 116 minority faculty members at the MGH, who comprise 4.3 percent of the total; though this number does not yet reflect the demographic diversity of Boston or the country as a whole, it does represent the hospital's progress toward achieving that goal. Training clinicians in providing culturally competent care, building a cosmopolitan practice and reducing racial and ethnic disparities in health care will continue to be key to the MGH's success as it enters its third century.

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MGH HOTLINE

### Genetic literacy course

The MGH Clinical Research Education Unit and the Center for Human Genetics Research are co-sponsoring "Genetic Literacy: A Guide to Understanding the Language and Basic Concepts of Human Genetic Research" March 13, from 1:30 to 4:30 pm in the Simches Research Center, Room 3110. The course is designed to briefly describe the terminology, technologies and methodologies of modern genetics. Four contact hours are available for nurses. To register, visit *hub.partners.org*. For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org*.

### HMS Red Book Fellowship Program

Harvard Medical School (HMS) is accepting applications for its Red Book Fellowship Program, which comprises invitation-only opportunities for postdoctoral fellows and faculty. Potential candidates must first apply through the Red Book Fellowship Program, which will select the applications to be forwarded to the foundations. An informational town meeting will be held March 6, from noon to 1:30 pm at HMS, Gordon Hall, Waterhouse Room. The application deadline is April 9. For more information, visit *medapps.med.harvard.edu/fellowships*. For additional questions, contact Stacy McGrath at (617) 432-3667 or *stacy_mcgrath@hms.harvard.edu*.

### AMS Nursing Career Expo

MGH Human Resources will host an Anticoagulation Management Services (AMS) Nursing Career Expo March 5 in the Haber Conference Room. Sessions will be held from 1 to 1:30 pm, 1:45 to 2:15 pm and 2:30 to 3 pm for staff nurses to learn about careers in anticoagulation therapy and meet with members of the department. To register for a session, e-mail *mandrews3@partners.org*.

### Call for abstracts for Clinical Research Day

MGH investigators are invited to submit abstracts for MGH Clinical Research Day May 22. Abstracts must be on clinical research and published in 2008 to be considered. Awards will be presented in the following categories: team ($5,000), translational research ($1,500) and individual ($1,000). A number of departmental prizes also will be awarded. Abstracts may be submitted online at *crp.abstractcentral.com*. The deadline is March 20. For more information, call (617) 726-3310 or e-mail *crpedu@partners.org*.

### Blum Center Lunch-n-Learn Series

As part of its Brown Bag Lunch-n-Learn Health Education Series, the Blum Center will host "What Can I Eat? Taking the Mystery Out of Diabetes and Nutrition" March 7, from noon to 1 pm in the Blum Center. For more information, call Sara Foy at (617) 724-7352.

## In Brief

**Andrew L. Warshaw, MD**, MGH surgeon-in-chief, has been appointed treasurer of the American College of Surgeons, a more than 70,000-member organization dedicated to improving surgical patient care by setting high standards for surgical education and practice.

A paper by **Elizabeth Sailhamer, MD**, a resident in the MGH Department of Surgery, was selected as a winner in the American College of Surgeons' (ACS) Residents Trauma Papers Competition. Sailhamer will present the paper, "Acetylation: A novel method for modulation of the immune response following trauma/hemorrhage and inflammatory second hit in animals and humans," at the scientific session of the ACS Committee on Trauma annual meeting in March.

## Taste of the Town

**On Fridays** during the month of March, the MGH Blood Donor Center will offer donors free samples of food catered by area restaurants as part of its annual "Taste of the Town" event. The promotion will begin at 11:30 am each Friday, and catering will be available while supplies last. Below is a list of participating restaurants, and additional updates will be available in a future issue of *MGH Hotline*.

**March 7: The Kinsale Irish Pub & Restaurant**
**March 14: Max's Deli and Café**
**March 21: J. Pace & Son**
**March 28: To be announced**

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. It is open for platelet donations Monday through Thursday, from 7:30 am to 5 pm; and Friday, from 8:30 am to 3 pm. Walk-ins are welcome and appointments are encouraged. For more information, contact Meredith Wentworth at (617) 724-9699 or *mwentworth@partners.org*.

**Submit news tips and story ideas to the *MGH Hotline***

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by e-mail to *Hotline@partners.org* or

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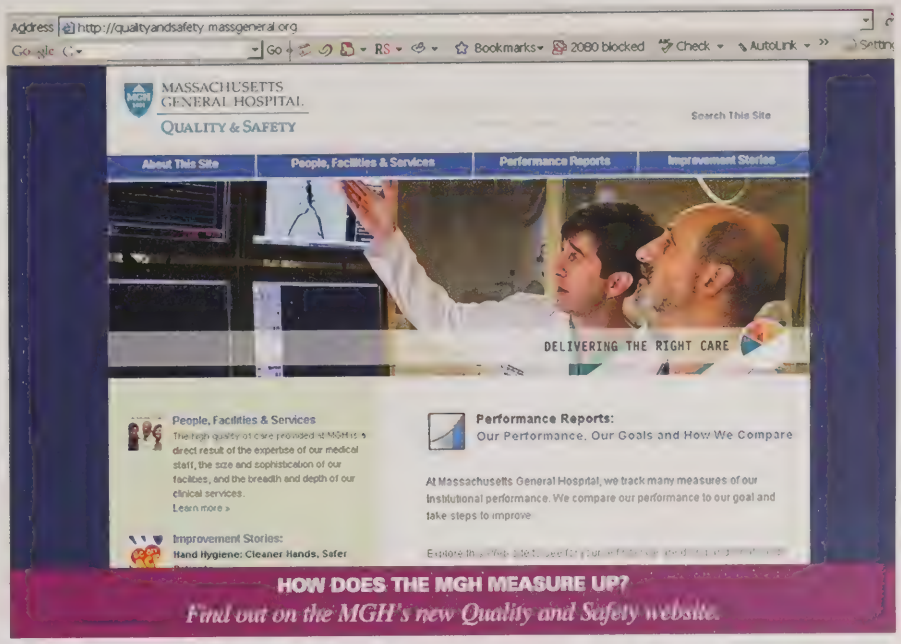
March 7, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *New Quality and Safety website shows how the MGH measures up*

**The MGH has launched** a new, comprehensive public website that reports the hospital's performance on dozens of key quality and patient safety indicators. Geared toward the informed consumer, performance reports are segmented into four categories: Delivering the Right Care, Keeping Patients Safe, Listening to Patients and Providing Equitable Care. The website is the culmination of months of collaboration among the members of the MGH/MGPO Center for Quality and Safety (CQS) and the Public Affairs and Marketing departments. The general public can access the new site at *http://qualityandsafety.massgeneral.org/*.


Address http://qualityandsafety.massgeneral.org
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About This Site
People, Facilities & Services
Performance Reports
Improvement Stories
DELIVERING THE RIGHT CARE
People, Facilities & Services
Performance Reports:
Our Performance, Our Goals and How We Compare
At Massachusetts General Hospital, we track many measures of our institutional performance. We compare our performance to our goal and take steps to improve
Improvement Stories:
Hand Hygiene: Cleaner Hands, Safer
HOW DOES THE MGH MEASURE UP?
Find out on the MGH's new Quality and Safety website.

"We have carefully compiled more than 40 quantitative measures demonstrating the MGH's performance and improvement in an appealing, easy-to-navigate website," says Gregg Meyer, MD, senior vice president of the CQS. "The metrics will be updated each quarter so that anyone interested in knowing how the MGH is performing will have access to the most current data available."

In addition to providing graphs and other visuals to communicate the MGH's performance based on widely used measures, the website also includes explanations of each metric, how the data is obtained and how the hospital performs compared to established benchmarks. Users simply need to roll the cursor over each measure or click on a graph for this helpful information. Also, for each measure, the site indicates the quality improvement initiatives currently being undertaken at the hospital. For a few measures, specific and

*(Continued on page 2)*

## Clinics, Tilton, and VBK: Gone today, readying for tomorrow

**By now,** observers and passersby at the hospital's Main Entrance will have noticed that the Clinics, Tilton and Vincent Burnham Kennedy (VBK) buildings have been demolished. The six-month demolition project, which clears the site for construction of the new Building for the Third Century (B3C), began in November 2007 and will wrap up in May 2008.

Already, preparation for construction of the B3C has begun. Drill rig machines have been used to gather soil samples for type characterization and to determine the exact location and depth for excavation. Through May, contractors will excavate the site to a working elevation that will reach below the street level. Steel columns will then be installed to create lateral earth support to protect the existing adjacent structures. Although many of these activities will not be visible to observers, much is being done to properly remove any obstructions in the soil prior to laying the B3C foundation. A set of guide walls, or trenches, typically one meter deep and a half-meter thick, will be constructed on the surface of the site in preparation for the construction of the slurry wall – a concrete wall that runs from the surface of the ground down to the bedrock – in June. Upon completion of this slurry wall, excavation will begin for the B3C's four underground levels with simultaneous construction of the ten upper levels.

Although demolition will wind down during the next few months, drilling activities will continue. Members of the Thrive B3C Operations Group have coordinated with MGH colleagues and consultants to continue monitoring and minimizing possible disturbances to hospital operations. MGH unit supervisors are encouraged to report any construction-related concerns to the MGH Buildings and Grounds Call Center at (617) 726-2422 any time. For photos and information about the building demolition, visit the B3C website at *www.massgeneral.org/building3c/*.

## Scale great heights to Be Fit

**Beginning March 10,** MGHers across the hospital can scale the equivalent of the world's highest mountains without leaving their workplaces by participating in the first annual Be Fit Stair Challenge. Participants do not have to be a member of the Be Fit program – everyone is encouraged to take the stairs as part of a healthy lifestyle.

Those who register for the program will receive instructions by e-mail. Participants can choose a mountain to "climb" and for eight weeks e-mail the total number of flights of stairs they took each week to Be Fit. Weekly overall statistics of all participants will appear on the Be Fit website.

At the end of the challenge, all registered climbers will be invited to a celebration, and the top five climbers for each mountain will win their choice of a one-month membership to the Clubs at Charles River Park or a $25 gift certificate from MGH Nutrition and Food Services.

Some of the benefits of taking the stairs versus the elevator include: weight loss, decreased stress and tension, improved heart health, reduced risk for osteoporosis and increased leg strength. For more stair-climbing benefits and to register for the Be Fit Stair Challenge, access *intranet.massgeneral.org/befit/* or e-mail Jackie Maxwell at *jmaxwell1@partners.org.*

### Mountains and stair equivalents

**Mount Everest, Nepal**
29,028 feet or 1,451 floors
(37 floors per day
for 5 days for 8 weeks)

**Mount Washington, N.H.**
6,288 feet or 315 floors
(8 floors per day
for 5 days for 8 weeks)

**Mount Rainier, Washington**
14,410 feet or 721 floors
(18 floors per day
for 5 days for 8 weeks)

**Mount Pelee, Martinique**
4,582 feet or 229 floors
(6 floors per day
for 5 days for 8 weeks)

## *In memoriam: Herman K. Gold, MD*

**Herman K. "Chip" Gold, MD,** a distinguished member of the MGH Cardiology Division, died March 1 after a long illness. He was 67 years old.

A native of Newport News, Va., Gold was well known for his generous spirit, creativity and a tenacious and innovative approach in seeking solutions to problems. Deeply devoted to his patients, Gold maintained an active clinical practice as an interventional cardiologist and was at the forefront of treating patients suffering from heart disease. A mentor to many, he was beloved by those he trained for his caring and thoughtfulness.

Gold received his medical degree from Duke University School of Medicine in 1965 and after training at Johns Hopkins Hospital and the National Institutes of Health, joined the MGH in 1969 as a clinical and research fellow. His research interests included plasminogen activators in the treatment of heart attacks, coronary plaque progression and vascular response to stent placement. Among his many contributions to cardiology practice, Gold was an early proponent of using nitroglycerin for treating acute heart failure, a practice once thought dangerous but now used around the world.

"Dr. Gold embodied the spirit of the MGH," says G. William Dec, MD, chief of the Cardiology Division. "He was a brilliant clinician who was always searching for better ways to care for his patients, and he clearly loved his role as one of the busiest cardiologists at the MGH. His spirit and optimism will be greatly missed."

Gold is survived by his wife Barbara Nath, MD, of the MGH Gastrointestinal Unit, his daughter Lisa, his son Jonathan and his brother Philip W. Gold, MD.

## *– New Q & S website*

*(Continued from page 1)*

comprehensive improvement stories are available.

"This new website includes the MGH's performance on National Hospital Quality Measures stratified by race," says Elizabeth Mort, MD, vice president of the CQS and associate chief medical officer for the MGH. "We are one of the first hospitals to post this type of information. Also, we include information on our staff, facilities and services – the structural elements of the quality of care we provide. We are very pleased with the new site and will continue to enhance it with additional measures and new improvement stories."

For more information about the MGH Quality and Safety website, contact Sarah Lenz, manager for Measurement Development in CQS, at *slenz@partners.org.*

MGH HOTLINE



# SAC meeting focuses on academic/industry relationships

**The interactions** of academic institutions like the MGH with pharmaceutical and biotechnology industries were closely examined Feb. 13 at the 61st annual Scientific Advisory Committee (SAC) meeting – "Bridges Between MGH and Industry: A 360° Look."

The meeting began with a review of the current status of industry relationships at the MGH and Partnerswide efforts to assess and guide future interactions. MGH leaders and industry representatives, some of whom are SAC members, shared personal perspectives on the state of the relationship at the MGH and in the wider scientific community. David Blumenthal, MD, of the MGH Institute for Health Policy, discussed the public's often conflicting perceptions and concerns about industry/academic relationships, and SAC members shared their own experiences and addressed current and future risks, demands and opportunities.

"Translating scientific discovery into therapeutics and producing interventions that will improve the lives of patients is one of the ultimate goals of a world-class medical research institute like the MGH," says Jerrold Rosenbaum, MD, chair of the Executive Committee on Research and chief of Psychiatry. "This cannot happen without the knowledge and ability to test, manufacture and distribute new medications and devices. So, to realize our scientific vision, we must have thoughtfully managed relationships with our colleagues in industry."

The SAC meeting was preceded by the Feb. 12 Celebration of Science, where 146 MGH teams presented research posters, 11 of which were named Posters of Distinction. Eight James P. Timilty Middle School students attended with the science fair projects they developed with the support of their MGH mentors. At the annual scientific symposium, Jack Szostak, PhD, of MGH Molecular Biology, discussed his research on primitive cells and cell membranes. Nir Hacohen, PhD, of the Center for Immunology and Inflammatory Diseases, addressed the use of gene-silencing techniques to explore the immune response, and Konrad Hochedlinger, PhD, of the Center for Regenerative Medicine and the MGH Cancer Cancer, updated attendees on efforts to reprogram adult cells into those resembling embryonic stem cells. Pamela Sklar, MD, PhD, of MGH Psychiatry, reviewed current knowledge on the role of genetic variation in bipolar disorder and schizophrenia, and Emery Brown, MD, PhD, of MGH Anesthesia, described his investigations into the mechanism underlying general anesthesia.

**CELEBRATION OF SCIENCE POSTER SESSION:**
*An MGH investigator explains her team's research project.*

"The SAC members marveled at the extraordinary research enterprise that has been built at the MGH, especially the truly remarkable gains in cross-disciplinary and inter-institutional collaborations," says Rosenbaum. "Their recommendations over the years have also guided our efforts to enhance the quality of life for MGH scientists, one result of which is the Office of Research Career Development." ●

*Austen*

## Austen named chief of Plastic and Reconstructive Surgery

**William Gerald Austen Jr., MD,** who has served with the MGH's Division of Plastic and Reconstructive Surgery in the Department of Surgery since 2004, has been named chief of that division. He succeeds James May, MD, who has been with the MGH for more than 30 years.

An assistant professor of Surgery at Harvard Medical School, Austen completed his residency at BWH in 2002 as a member of the first graduating class of the Harvard Combined Plastic Surgery Residency Program. He then spent a year as a fellow in craniofacial surgery in Melbourne, Australia. Austen's research examines the regenerative properties of adult-derived stem cells in treating injuries.

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MGH HOTLINE



WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will offer the following events: hypertension screenings March 10, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St.; a screening of the film "La Vie En Rose" March 12, from 1:30 to 3:30 pm in the Haber Conference Room; and a one-hour exercise session, "Get Warm, Stay Fit," from 11 am to noon at the Clubs at Charles River Park with lunch served from noon to 1 pm. Registration is required for the film screening and exercise class. For more information or event registration, call (617) 724-6756.

**Holy Week service schedule**
The MGH Chaplaincy will host the following services in the MGH Chapel during Holy Week: Roman Catholic Mass will be held March 15 and 16 at 4 pm both days, and palms will be delivered to inpatient units during the morning. An ecumenical prayer service will be held March 17, 18 and 19 at 12:15 pm, and Roman Catholic Mass will take place at 4 pm. An ecumenical prayer service for Holy Thursday will be held March 20 at 12:15 pm, followed by a Roman Catholic Mass at 4 pm. A Good Friday service will be held March 21, from noon to 3 pm, and a Roman Catholic Passion of the Lord and Holy Communion service will take place at 4 pm. A Roman Catholic Easter Vigil Mass will be held March 22 at 7 pm. On March 23, an ecumenical Easter service will be held at 12:15 pm, and a Roman Catholic Easter Mass will be held at 4 pm. For more information, call (617) 726-2220.

**Collins Lecture Series**
As part of the Collins Lecture Series, MGH Radiation Oncology will host "Changing Models of Bedside to Bench Research" March 11, from 5 to 6 pm in the Ether Dome. William Crowley Jr., MD, of the MGH Reproductive Endocrine Unit, will be the guest speaker. For more information, call Julie Finn at (617) 724-1155.

**Conversations with Caregivers eldercare series**
As part of its Conversations with Caregivers eldercare series, the MGH Geriatric Medicine Unit will host "Understanding the New Medicare Pharmacy Benefit (Medicare D): Advice, Direction and Update on the Program" March 11, from 5:15 to 6:30 pm in the Blum Center. Joseph Ianelli, administrative manager for MGH Patient Financial Services, will be the guest speaker. For more information or to register, call (617) 724-7324.

**MGH Chemical Biology website**
A new website for MGHers with research interests in chemical biology is now available at *chemicalbiology.mgh.harvard.edu*. The site is intended for researchers across the MGH interested in chemical biology as an approach to fundamental discovery, diagnosis or therapy. For more information, contact Randy Peterson, PhD, at *peterson@cvrc.mgh.harvard.edu*, Brian Seed, PhD, at *bseed@ccib.mgh.harvard.edu* or Derwin Hyde at *hyde@ccib.mgh.harvard.edu*.

**Eldercare discussion group**
The Partners Employee Assistance Program will host its monthly eldercare discussion group March 11, from noon to 1 pm in the Yawkey Center, Room 10650. For more information, call (617) 726-6976.

## MGH receives gold-level GWTG-Stroke status

**The MGH has received** the American Stroke Association's Get With the Guidelines–Stroke (GWTG–Stroke) Gold Performance Achievement Award. The honor recognizes the MGH for implementing best practices for stroke care to ensure that stroke patients receive the highest quality care according to nationally accepted standards and recommendations. The MGH will receive the prestigious award at next year's International Stroke Conference and will be recognized for delivering greater than 85 percent of the recommended guidelines to all stroke and transient ischemic attack patients over two years.

"This is a great example of the MGH's multidisciplinary teamwork achieving improved patient care and outcomes of stroke patients," says Lee J. Schwamm, MD, vice chairman of Neurology and chair of the multidisciplinary Acute Stroke Quality Taskforce at MGH. "The full implementation of acute care and secondary prevention recommendations and guidelines is a critical step in saving lives. We are very pleased to be honored with this wonderful acknowledgement."

For more information about GWTG–Stroke, visit *www.americanheart.org/getwiththeguidelines*.

**Submit news tips and story ideas to the *MGH Hotline***

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March 14, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## ED area name changes

**In conjunction** with Emergency Department (ED) reconfiguration efforts, many treatment areas in the ED will undergo a name change beginning March 18 to better reflect the type of care provided in each area.

The Trauma area will be called Acute, and the Major Multipurpose (MAMP) and Rapid Diagnostic Unit (RDU) areas will be called Urgent A and Urgent B, respectively. The Minor Multipurpose (MIMP) area will become Fast Track, and the Orbit and Triage areas will be called START. A few treatment areas will retain their names, including Acute Psychiatric Services (APS), ED Observation Unit (EDOU) and Pediatrics. The following chart outlines the changes mentioned above:

| Current | New |
|---|---|
| Trauma | Acute |
| MAMP | Urgent A |
| RDU | Urgent B |
| MIMP | Fast Track |
| Orbit/Triage | START |
| APS | APS |
| EDOU | EDOU |
| Pediatrics | Pediatrics |

For more information about the name changes in the ED, contact Julia Sinclair, executive director of Emergency Services, at (617) 726-3387.

**SAFETY FIRST:** *From left, Amy Beth Norrman, CQS staff assistant; Demehin; and Mary Jane Costa, CQS staff specialist*

## *Promoting patient safety at the MGH*

**The MGH/MGPO Center for Quality and Safety** (CQS) and the Patient Care Services (PCS) Office of Quality and Safety promote patient safety and quality health care across the hospital. Recently, staff from both offices celebrated National Patient Safety Awareness Week by hosting an information table in the Main Corridor March 3 and 5. Patients and visitors received information about improving the safety of their health care as well as literature on medication safety and the prevention of falls and infections. MGH employees were provided guides on the hospital's web-based safety event reporting system.

Since the safety event reporting system went live in 2006, more than 17,000 reports have been entered by MGH staff. Safety events, concerns and "close calls" entered into the system are immediately sent to the CQS safety team. Reports are then triaged, and the most serious events are thoroughly investigated by CQS and departmental quality staff and reported to external agencies if necessary. Less acute events are sent to appropriate department representatives for follow up. Reports entered by all MGH staff are invaluable for identifying problem areas and setting institutional patient safety and quality priorities.

For more information about the CQS, contact Akin Demehin, CQS administrative director, at *ademehin@partners.org*. For more information about the PCS Office of Quality and Safety, contact Keith Perleberg, RN, PCS Office of Quality and Safety director, at *kperleberg@partners.org*

# *Partnering for academic success*

**GOT SCIENCE?** *Timilty students prepare for the judging.*

**What is the connection** between someone's personality and their handwriting? How do different colors affect human memory? Will grass grow if the seeds are put in the microwave first? More than 100 such questions were answered at the annual science fair at the James P. Timilty Middle School in Roxbury Feb. 5. In the school's cafeteria, seventh-graders stood by their displays while volunteer judges from the MGH and the community service groups City Year and RE-SEED circulated, asking questions and viewing posters.

The MGH/Timilty Science Connection, now in its 19th year, seeks to enhance the academic performance and expand the career horizons of Timilty students. The partnership also provides development and curriculum support for Timilty science teachers. Approximately 30 MGH/Timilty mentorships take place each fall, with students and mentors meeting biweekly from October through February to prepare for the science fair. Through the program, students have access to scientific equipment and expertise that otherwise would be unavailable to them.

Seventh-grader Sekou Stuppard's project, "Is a doctor's initial diagnosis as accurate as a CT scan in predicting and diagnosing appendicitis?" was carried out under the mentorship of Jean-Fresnel Josaphat, Esq., of the MGH Department of Radiology. "I used to think that I wasn't interested in medicine because I don't like blood," the young scientist remarked. "But at the MGH, I learned that you can be a doctor and not have to deal with that." Josaphat, who has been mentoring Timilty students for five years, also arranged for Stuppard to meet various members of his department to hear a range of perspectives. Said Josaphat, "I grew up in Haiti, where educational resources were limited. To be able to show these kids that success is possible and to give them encouragement is a wonderful experience."

Susan Berglund, manager of the MGH/Timilty Partnership, says, "The science fair is about more than presenting science projects. It is an opportunity for every student to share their research and experiments with judges and mentors who are proud of the efforts the students have made." Adds science teacher Barbara Simon, "For the students, experiencing the MGH community and hopefully realizing that they could be a part of it is an important experience that I can't provide in the classroom."

The MGH/Timilty Partnership, a part of the MGH/Boston Public School Partnerships and sponsored by the MGH Community Benefit Program, has existed since 1989 and was enhanced through a grant from the Howard Hughes Medical Institute in 1994. For more information, access *www.massgeneral.org/cb.* ●

# *Mitchell and Washington honored by NERBNA*

**Two MGHers were** among the region's top nurses honored at the New England Regional Black Nurses Association's (NERBNA) annual awards ceremony Feb. 22. Gwendolyn E. Mitchell, LPN, MEd, new patient access nurse in the MGH Gillette Breast Center for Women's Cancers, was named a recipient of the Excellence in Nursing Awards; and Deborah Washington, RN, MS, PhDc, director of Diversity for Patient Care Services (PCS), received the Presidential Award.

An MGH nurse since 1966, Mitchell has held her current position in the Cancer Center for the past 12 years. As a new patient access nurse, she works with newly diagnosed breast cancer patients, introducing them to the MGH and setting the tone for their experience at the hospital. Enormously dedicated to her patients, Mitchell's care extends beyond the walls of the MGH – for the past five years, she has participated in numerous breast cancer walks, raising more than $60,000 for research and treatment. Mitchell was an early proponent of the MGH's diversity efforts and was among a group of African-American nurses who helped form the Minority Nurses Recruitment and Retention Committee in 1989. Providing an important foundation for later MGH diversity initiatives, this committee gave voice to the personal and professional challenges faced by minority nurses at the MGH.

Washington, director of PCS Diversity since 1995, is widely known as a leader in diversity initiatives, developing the MGH's program into a highly-regarded model for similar efforts across the United States. A passionate advocate of workplace diversity and culturally competent care, she co-founded the MGH's Culturally Competent Care Curriculum, established the annual African-American Pinning Ceremony to recognize the contributions of African-American employees, developed the Hausman Student Nurse Fellowship to expand the number of minority nursing staff and recently initiated cultural rounds to better educate staff about potentially sensitive cultural issues. Washington was inaugurated as a fellow in the 2007 Robert Wood Johnson Executive Nurse Fellowship Program, a prestigious three-year program for leading nurse executives, and was recognized nationally as the 2007 "Nurse of the Year" by *Nursing Spectrum* magazine. ●

**HONORED:** *Washington, front row, third from left, and Mitchell, front row, third from right, join fellow MGHers at the celebration*

MGH HOTLINE



# *Making one last dream come true*

**Camelia Rodriguez** had long pictured her wedding day: the white dress, the flowers, the celebration surrounded by family and friends. Most of all, she was looking forward to becoming the wife of Jorge Estuardo, her partner of more than eight years. But when she was admitted to the MGH with advanced breast cancer in December 2007, her dream seemed in jeopardy. Rodriguez was simply too sick to plan and participate in a wedding.

On Feb. 20, however, that all changed. That morning, Rodriguez announced she felt better than she had in many days; so good, in fact, that she wanted to get married – that very day. Rodriguez's caregivers had just hours to create her special day. After learning of the plans, Amelia Barbosa, RN, Rodriguez's nurse, and Sara Macchiano, RN, nursing director for White 9, and the unit's entire staff immediately sprang into action, enlisting the help of colleagues from across the MGH. Pat Rowell, director of Volunteer and Interpreter Services, worked with her staff to incorporate the couple's Mexican heritage into the ceremony, which included decoratively wrapped coins for the bride and groom to exchange during the service. Rodriguez's family provided a traditional Mexican wedding gown, and the MGH Flower Shop donated a bridal bouquet and arrangements. Bessie Manley, RN, nursing director of Phillips 22, offered to host the wedding in her floor's family lounge, and Eleni Balasalle of Radiology Educational Media Services volunteered her services as videographer. The ceremony, performed in Spanish by a priest from the couple's local church, was translated by Patricio Gonzalez of MGH Interpreter Services. Afterward, the newlyweds and their family and friends enjoyed a reception and wedding cake provided by MGH Nutrition and Food Services.

**A WISH FULFILLED:** *Camelia Rodriguez and Jorge Estuardo celebrated their wedding with family members and friends by their sides.*

Sadly, Rodriguez died Feb. 26, just six days after she wed her husband, but she left an indelible mark on the MGH community. "This was an amazing event to watch unfold," says Macchiano. "We saw the caring community of the MGH at its best, and we truly witnessed the power and strength of the human spirit." ●

Quality&Safety

## Center for Quality and Safety hosts inaugural forum

**The MGH/MGPO Center for Quality and Safety** (CQS) kicked off the first of its series of quality and safety forums March 10 to a packed conference room in the Richard B. Simches Research Center. MGH managers and leaders, CQS staff and collaborators and members of the Patient Care Assessment Committee gathered for the inaugural meeting featuring David Torchiana, MD, chairman and chief executive officer of the MGPO, and Elizabeth Mort, MD, vice president for Quality and Safety and MGH associate chief medical officer.

Torchiana and Mort each discussed health care transparency in regards to quality improvement and public reporting of outcomes. Torchiana spoke about one of the founding fathers of health care quality and safety improvement, Ernest A. Codman, MD, an early twentieth century MGH surgeon who was a proponent of using outcomes measurements as the basis for quality improvement. Torchiana also reviewed the nuances of reporting outcomes measures and the importance of understanding the methodology and full context behind each measure so that improved health care is the end result. Mort described how the MGH currently is promoting greater transparency with both its new public quality and safety website and internal quality and safety dashboard. The external website, available at *http://qualityandsafety.massgeneral.org*, went live in February and is geared toward the informed consumer. The internal dashboard, launched in October, includes the technical details behind quality and safety measures as well as additional metrics beyond what appears on the external website.

The next Quality and Safety Forum will take place April 23 and will highlight safety event reporting with guest speaker James P. Bagian, MD, PE, director of the National Center for Patient Safety of the Department of Veterans Affairs and former NASA astronaut and physician. Subsequent forums will be held approximately every other month and will focus on a specific quality and safety issue. For more information about the forums, contact Akin Demehin, CQS administrative director, at *ademehin@partners.org*.

Quality&Safety

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MGH HOTLINE



## WHAT'S HAPPENING

**Purim celebration**
The MGH Chaplaincy will host a celebration for the Jewish holiday Purim March 21, from 10 to 11 am in the MGH Chapel on Ellison 1. All are invited to attend. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

**Conversations with Caregivers eldercare series**
The MGH Geriatric Medicine Unit will host "Medication Management: What Every Older Adult and Caregiver Needs to Know" March 18, from 5:15 to 6:30 pm in the Blum Center. Ashley Truong, PharmD, RPh, will be the guest speaker. For more information or to register, call (617) 724-7324.

**Call for nominations for Pamela J. Ellis Award**
Nominations now are being accepted for the Pamela J. Ellis Memorial Secretarial Award, which was established in 1997 in memory of Pamela J. Ellis, an MGH executive secretary who served at the MGH from 1992 to 1996. All secretaries, executive secretaries, administrative assistants, front desk receptionists and operations associates are eligible. Nomination forms are available online at *http://is.partners.org/hr/New_Web/mgh/Pamela_Ellis_Nomination_2008.doc* or at the following Human Resources offices: Bulfinch 107, Employee Access Center; White 14; 75 Blossom Court; CNY 149, seventh floor; and the Chelsea, Charlestown, Revere and Back Bay HealthCare Centers. Nominations are due by March 26 at 3 pm and may be e-mailed to *mghhrevents@partners.org*; faxed to (617) 643-5358; or sent via interoffice mail to Pamela J. Ellis Awards, MGH Human Resources, 165 Cambridge St., Suite 760.

**Info-Bytes computer courses**
Partners Information Systems Training is offering Info-Bytes classes, which are one-hour Microsoft 2003 training courses taught at an accelerated pace. Upcoming classes are "Excel 2003: Pivot Table Primer" March 25, from 8:30 to 10 am and "Excel 2003: Managing Your Data" March 25, from 10:30 am to noon. Both courses will be held at 165 Charles River Plaza, Suite 200. An optional half-hour training will be available for related exercises and one-on-one instruction. To register, visit *http://ibridge.partners.org* and select: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses. For more information, e-mail *istraining@partners.org*.

**Senior HealthWISE events**
MGH Senior HealthWISE will offer the following events for seniors: the first session of a four-part memoir writing workshop March 19, from 1:30 to 3 pm at 165 Cambridge St., fifth floor, with an instructor from the Grub Street writing center; the lecture "Eat for Life" March 20, from 11 am to noon in the Haber Conference Room with guest speaker Mary Ann Hardenbergh of Action for Boston Community Development; and hypertension screenings March 24, from 1:30 to 2:30 pm at the West End Library. Registration is required for the memoir workshop. For more information or event registration, call (617) 724-6756.

## Go red for healthy hearts

**MGHers joined** in the fight against cardiovascular disease – the number one cause of death for women in the United States – by participating in the American Heart Association's annual "Go Red for Women" campaign during the first week of February. Activities included a Go Red Night at the Boston Bruins, a heart healthy cooking demonstration, special lectures on women's cardiovascular health and Go Red Day, during which hundreds of employees wore red clothing to demonstrate their support for the campaign.

**GO RED:** *The staff of the MGH Heart Center's Cardiovascular Disease Prevention Program won a free lunch for participating in a Go Red Day group photo.*

## Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Natalie Nguyen, contributing writer, at (617) 643-3864;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

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March 21, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Chance Vascular Center screening saves life of MGH employee*

**A walk through** the MGH Main Corridor may have saved the life of MGHer Edie Sinagra, staff assistant for the Center for Faculty Development. Sinagra, an employee for 21 years, was passing through the lobby Feb. 12 when she stopped to greet her friend, Lauren Ellis, administrative director of the MGH Vascular Center. Ellis and other Vascular Center staff were working at an information table offering visitors carotid artery screenings – a quick and simple method of measuring fatty deposit levels in arteries to evaluate an individual's risk for a stroke.

"My cholesterol has always been fine," says Sinagra. "I am an exerciser and nonsmoker, so I never thought I was at risk for an artery blockage. But my mother and grandmother both died from strokes, so I thought I should take the opportunity to get screened."

Sinagra's carotid ultrasound screening showed that she did indeed have a severe blockage, and Vascular Center staff members immediately referred her to her primary care physician. A second test conducted in the Warren 9 Vascular Laboratory found that her right carotid artery was 90 to 99 percent blocked.

"Never in a million years did I ever think I had a clogged artery," says Sinagra. "I was a walking time bomb."

Glenn LaMuraglia, MD, of MGH Vascular Surgery, was to perform the procedure to relieve the blockage the following week so that Sinagra could enjoy her Valentine's Day wedding to William Constantine, a recently retired MGH electrician. However, shortly after her wedding and only

*(Continued on page 2)*

**LIFESAVING DISCOVERY:** *Sinagra, right, with Irina Staroselskaya, the vascular technologist who performed Sinagra's screening*

**SEEING IS BELIEVING:** *MGHfC patient Daevyn Silva, right, with her mother, Melissa*

## MGHfC patients meet world championship trophy

**Young patients** at the MassGeneral Hospital *for* Children (MGHfC) had the unique opportunity March 11 to see and touch the Boston Red Sox 2007 World Series trophy. A Red Sox security officer brought the championship award to the Ellison 18 playroom, where children could view it up close and have their photographs taken with it. The trophy also made its way to several MGHfC patient rooms. Organized by John and Debbie Ford – whose son J.T. is a MGHfC patient – the World Series trophy visit to the hospital impressed dozens of pediatric patients, their families and staff.

## Supporting liver transplant research

**Each year** about 10,000 U.S. patients join the waiting list for a liver transplant, while less than 7,000 actually receive one. Addressing this shortfall has become a crucial issue in transplant medicine, and through the MGH Transplant Center's new Translational Research Grant, Martin Hertl, MD, surgical director of Liver Transplantation, has teamed up with François Berthiaume, PhD, of the MGH Center for Engineering in Medicine, to tackle this problem. They were among 11 clinician-scientist teams that applied for the inaugural grant.

Because the liver is very sensitive to blood and oxygen deprivation, potential donors with heart failure currently are not considered practical candidates for liver donation. Hertl and Berthiaume, however, disagree. Through their study, "*Ex Vivo* Preconditioning of Human Livers for Transplantation," they will test whether such livers can be preserved by pumping physiological fluids through their vessels and maintaining them at normal body temperature (donated livers usually are kept on ice). Known as normothermic perfusion, this technique already has been successfully tested in rats, and the goal of the project is to translate this knowledge and technology to humans. If successful, thousands of new livers will become available for transplantation each year.

Says Joren C. Madsen, MD, DPhil, director of the MGH Transplant Center, "The goal of the Translational Research Grant is to build relationships between scientists and clinicians. The advances that result will improve outcomes and strengthen transplantation at the MGH. The MGH Transplant Center is proud to support this exciting work, which could bring hope and health to thousands of patients."

## *Making medications safer with EMAPPS*

**With medication errors** a growing concern for health care organizations across the country, the MGH is putting into place a new system for ordering and administering medications to patients. Commonly referred to in the health care industry as a "closed loop system," the MGH's new online system is known as the electronic medication administration record (eMAR), while the entire initiative is called the Electronic Medication Administration Process for Patient Safety (EMAPPS). The overall EMAPPS system aims to enhance patient safety by decreasing the number of medication-related adverse events at the hospital.

EMAPPS encompasses three distinct components: the implementation of Provider Order Entry (POE) and Chemotherapy Order Entry (COE), computerized patient information systems that have been used at the MGH since 1998; the development of an interface between POE/COE and Sunquest, the MGH Pharmacy's current online medication ordering system; and the rollout of eMAR beginning in March 2009, which will include the bar coding of medications and patient wristbands and automated documentation of medication administration. Currently, the EMAPPS team is nearing the completion of a major project milestone – the POE and COE integration with Sunquest – which will greatly improve patient safety by eliminating the hand entering of medication orders into the Pharmacy system when it goes live in June 2008. This halfway mark was celebrated at a special luncheon in January by the committee, which is co-chaired by Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; and Jackie Somerville, RN, PhDc, associate chief nurse.

"When you think about a safe, highly reliable environment for patient care, medication safety immediately comes to mind," says Ives Erickson. "For far too long we have relied upon memory as the safety net for our medication distribution and administration system. This is not enough. Nurses, physicians and pharmacists can't shoulder full responsibility for drug safety. That's why we are advocating a total systems view to prevent medication errors, and this is very exciting. I am fortunate to work with a very passionate all-star team on this important issue."

More information about EMAPPS will be available in future issues of *MGH Hotline* and through other hospitalwide communications. For questions, contact Rosemary O'Malley, RN, at (617) 726-9663 or *romalley@partners.org.*

## – *Vascular Center*

*(Continued from page 1)*

days before her scheduled surgery, Sinagra began experiencing blurred vision and numbness. Her daughter, Annemarie Tesora, RN, an MGH Emergency Department (ED) nurse, immediately brought her mother to the ED, and from there Sinagra went directly into surgery. It is believed that she may have had a series of mini-strokes, and Sinagra says she likely would have dismissed her symptoms had she not known about the blockage.

"Carotid artery stenosis is a very serious condition," says Michael R. Jaff, DO, medical director of the MGH Vascular Center. "But many people are not familiar with the risks of artery blockage or vascular disease in general, which include smoking, high blood pressure, high cholesterol, diabetes, weight and family history. Knowing these risks can prevent serious complications."

Now, Sinagra hopes to make everyone aware of the need to screen for vascular disease, and she thanks her colleagues who helped treat her. "It was an eye-opener to be on the receiving end of care here at Mass General," she says. "When you work here you become part of the MGH family. I am so grateful for the friendship and kindness shown to me and my family through every step of this process."

For more information about MGH Vascular Center and upcoming screening events, e-mail *mghvascularinquiry@partners.org.*

MGH HOTLINE

**STEPPING UP TO THE CHALLENGE:** *Be Fit blood donor challenge winners from the Department of Speech, Language and Swallowing Disorders*

## Be Fitters battle in blood drive challenge

**Survivors of the** MGH's Be Fit program recently indulged in a bit of healthy competition, with 10 former Be Fit teams participating in a special blood drive challenge at the MGH Blood Donor Center. The contest, which took place Feb. 1 through 22, was held in recognition of both American Heart Month and the third anniversary of Be Fit, an initiative aimed at educating employees about leading healthy lives through nutritious eating and regular exercise. The Blood Donor Center received 279 donations – the most of any challenge within the past year. A catered lunch was awarded to the Department of Speech, Language and Swallowing Disorders team, which had the highest percentage of participation among its members. For more information about Be Fit, visit *intranet.massgeneral.org/befit.* For more information about the Blood Donor Center, visit *www.massgeneral.org/blooddonor.*

## *Years before opening, the B3C already is helping patients*

**Happiness can be spread** with the simplest of gestures – just ask MGH patient Robert Deveau. Suffering from end-stage congestive heart failure, a condition that required a heart and kidney transplant, Deveau was admitted to the MGH this past November to remain under medical supervision as he waited for organs to become available. As his hospital stay extended from weeks to months and with his family out of state, Deveau had few distractions to pass the time and soon began to feel discouraged. Noticing this, MGH chaplain Rev. Daphne B. Noyes sought ways to lift his spirits. As it happened, Deveau's room on Ellison 8 had a perfect view of the demolition of the Clinics, Vincent Burnham Kennedy and Tilton buildings, which was underway to prepare the site for construction of a new clinical facility, the Building for the Third Century (B3C). Noyes saw that Deveau, a retired machinist, was particularly intrigued by the construction activity – and she had an idea.

Noyes and Kitty Craig-Comin, LICSW, MGH social worker, enlisted the help of Kris Hutchins, clerk for the B3C project, and Turner Construction Company staff members Brian Chase, project director; Doug LaPlante, safety superintendent; and Allison Ferrari, office manager; to find ways to brighten Deveau's time while awaiting surgery. Turner Construction outfitted Deveau with company gear, including fleece pullovers and a personalized hard hat, while Craig-Comin placed a large sign reading "Bob" in his window so construction workers could wave to him. Project managers even stopped by to visit Deveau in his Ellison 8 "satellite office" and gave him an official company title: window superintendent.

Deveau received his new heart Feb. 2 and a new kidney the following day. He spent a little more than two weeks recuperating on Blake 6 and Blake 8 before returning home. "Bob's story touched the Turner crew, and they rose to the occasion," says Noyes. "Their support and encouragement made all the difference to Bob during his long time of waiting, and the friendship continues." ●

**WINDOW SUPERINTENDENT:** *Front row, from left, Ferrari, Craig-Comin, Deveau and Carol Blanchard, RN, of Ellison 8. Back row, from left, Hutchins; Noyes; Lissette Chao, physician assistant for Cardiac Surgery; Chase and M.J. Winer, RN, of Ellison 8*

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MGH HOTLINE



## WHAT'S HAPPENING

**Conversations with Caregivers eldercare series**
The MGH Geriatric Medicine Unit will host "An Open Conversation: Questions and Concerns about Elder Resources, Parent/Spouse/Family Caregivers" March 25, from 5:15 to 6:30 pm in the Blum Center. Cathy Smyth, MSW, LICSW, and Barbara Moscowitz, MSW, LICSW, both of the Geriatric Medicine Unit, will be the guest speakers. For more information or to register, call (617) 724-7324.

**Seminar on legal and estate planning for older adults**
The Partners Employee Assistance Program will host a seminar on legal and estate planning for older adults March 26, from noon to 1 pm in the Thier Conference Room. Steven M. Cohen, Esq., elder law attorney, will be the guest speaker. For more information, call (617) 726-6976.

**WebMenus now available**
MGH Nutrition and Food Services has launched WebMenus, the online menu site for all MGH retail food operations. Available at *www.massgeneral.org/web menus*, the site includes menus for the following locations: Eat Street Café, Coffee Central, Tea Leaves and Coffee Beans, Riverside Café, Plaza Café, Blossom Street Café and 149 Eat Street Café. For more information, e-mail Jane Williams at *jwilliams12@partners.org*.

**DVT information table**
In recognition of National Deep Vein Thrombosis (DVT) Awareness Month, the MGH Anticoagulation Management Service and the MGH Vascular Center will co-host a "Thrombosis Focus" information table March 25, from 9 am to 1 pm in the Main Corridor. For more information, contact Lynn Oertel, RN, at (617) 726-6955 or *loertel@partners.org*.

**Pharmacogenetics course**
The MGH Clinical Research Program and the MGH Center for Human Genetics Research are co-sponsoring "Pharmacogenetics: What Do Researchers Need to Know?" March 27, from 1:30 to 5:30 pm in the Simches Research Center, Room 3110. Faculty will address key principles for researchers designing, conducting and analyzing pharmacogenetic studies. Registration is required. To register, visit *hub.partners.org/catalog/crp-pharmacogenetics*. For more information, contact Suzanne Guerette at *sguerette@partners.org*.

**Biostatistics seminar series**
The MGH Clinical Research Program is offering a seminar series, "Problem-Based Biostatistics for Physiologic Investigators" March 26 and April 2, 9 and 16, from 3:30 to 5 pm in the Simches Research Center, Room 3110. John Orav, PhD, of BWH General Medicine and Primary Care, will review biostatistics problems often encountered by physiologic investigators. Registration is required. To register, visit *hub.partners.org/catalog/crp-2005-biostats-physio*. For more information, e-mail Suzanne Guerette at *sguerette@partners.org*.

**Partners International Office tax information session**
The Partners Office for International Staff, Scholars and Students will host a tax information session for nonimmigrant visa holders March 25, from 2 to 5 pm in the O'Keeffe Auditorium. The session will cover federal and state tax filing requirements for foreign nationals, proper forms for filing tax returns and tax treaties, obligations based on visa type and CINTAX software available for employees who are nonresident aliens. For more information, e-mail Angela Tassiopoulos at *atassiopoulos@partners.org*.

**Career Information Day**
MGH Training and Workforce Development will offer the fifth annual Career Information Day March 27 in the Thier Conference Room. The following sessions will be held to assist employees with their career development: nursing, 10:30 to 11 am; financial aid, 11 to 11:30 am; medical technology, 11:30 am to noon; surgical technology, noon to 12:30 pm; professional billing and medical coding, 12:30 to 1 pm; electrodiagnostic technology, 1 to 1:30 pm; and medical imaging, 1:30 to 2 pm. For more information, contact John Coco at (617) 724-3368 or *jcoco@partners.org*.

**Racial and ethnic disparities seminar series**
The MGH Disparities Solutions Center will host its "Racial and Ethnic Disparities: Keeping Current" seminar series March 26, from noon to 1 pm in the Trustees Room. Andrew Wilper, MD, of the Cambridge Health Alliance, will present, "Waits to See an Emergency Department Physician: U.S. Trends and Predictors, 1997-2004." Lunch will be served. For more information or to register, e-mail *disparitiessolutions@partners.org*.

## IN GENERAL

**MGH Senior Health** recently was recognized as a highly reliable office practice environment by CRICO/RMF, the patient safety and medical malpractice company serving the Harvard Medical School community. This recognition is the result of an audit and evaluation by CRICO/RMF surveyors who rated MGH Senior Health on the six characteristics of a highly reliable office practice environment: patient assessment, disease management, health screening, test result management, referral management and practice infrastructure. MGH Senior Health physicians will earn an insurance premium reduction from CRICO/RMF.

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by fax to (617) 726-7475;

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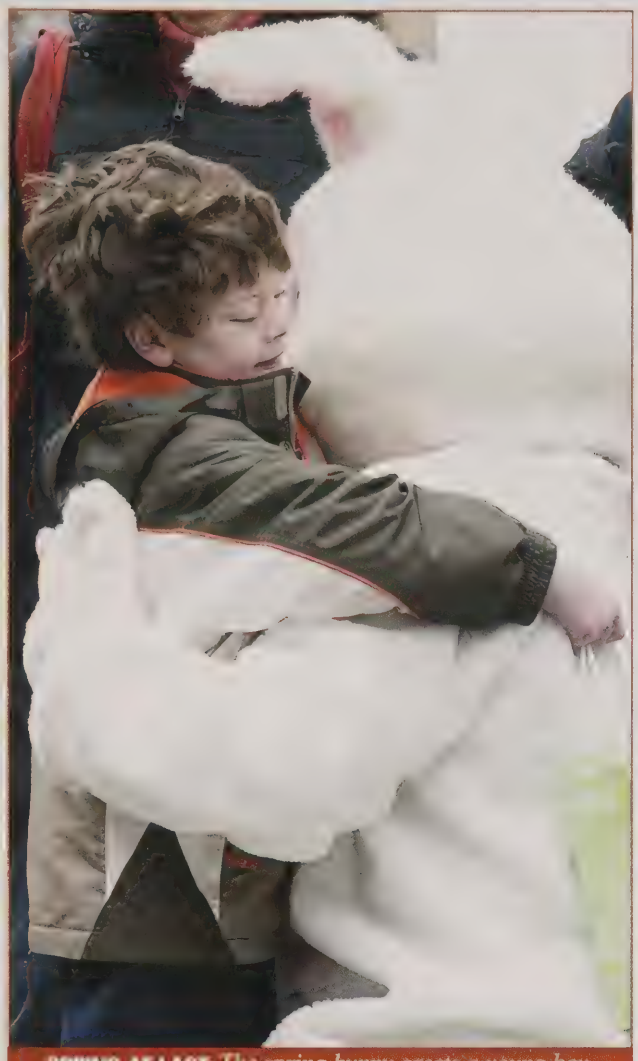
March 28, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



SPRING AT LAST: *The spring bunny greets a young boy.*

## Springtime blooms at the MGHfC

**Young patients** and their families from the MassGeneral Hospital *for* Children (MGH/C) and Spaulding Rehabilitation Hospital celebrated the first day of spring March 20 with a festive celebration and egg hunt in the Howard Ulfelder, MD, Healing Garden at the Yawkey Center for Outpatient Care. Approximately 20 children participated in the event, which was hosted by the MGH/C Division of Pediatric Hematology-Oncology. The children scoured the Healing Garden in search of trinket-filled plastic eggs, and all left with specially-made goodie bags.

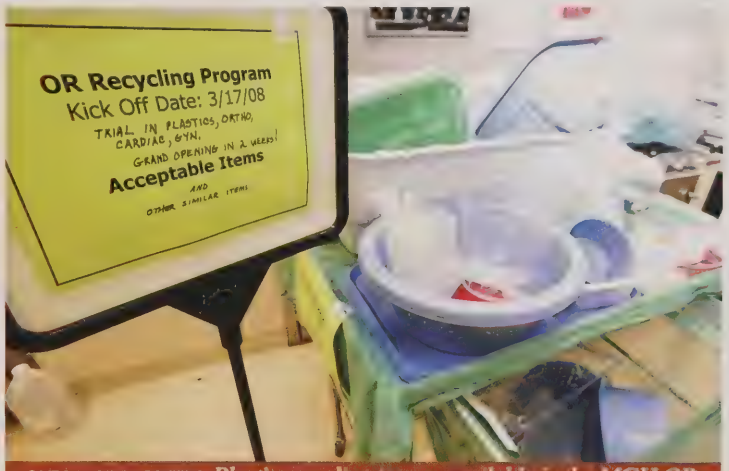
## *The MGH launches new plastic recycling program*

**Keeping the MGH community** focused on environmental concerns is the mission of the Raising Environmental Awareness League (REAL), a grassroots volunteer organization founded by MGHers six years ago. Championed by Edwin Andrews, administrative manager of the General Clinical Research Center, members of REAL have worked with Bill Banchiere, director of the Environmental Services Department (ESD), and hospital administration to conserve energy and find creative solutions to preserve natural resources. As a result of the hospital's recycling efforts, Hanna Paper Recycling, Inc., an industry leader in paper waste management, recently recognized the MGH for saving the equivalent of 12,915 trees and 60,777 cubic feet of landfill space with its paper recycling program.

**HANNA PAPER RECYCLING, INC., AN INDUSTRY LEADER IN PAPER WASTE MANAGEMENT, RECENTLY RECOGNIZED THE MGH FOR SAVING 12,915 TREES AND 60,777 CUBIC FEET OF LANDFILL SPACE WITH THE PAPER RECYCLING PROGRAM.**

To further promote green initiatives at the MGH, the ESD has been working closely with the Operating Room (OR) Recycling Taskforce to initiate a new plastic recycling program. The collaborative and interdisciplinary team chose the OR and research labs as pilot sites for the program because of their high use of plastic products. The ESD placed several green 44-gallon containers in these areas to collect uncontaminated, clean recyclable plastics. All of the collected plastic

*(Continued on page 2)*




CLEAN AND GREEN: *Plastic recycling is now available in the MGH OR.*

# A friendship worth a thousand books

**It's been more than five years** since MassGeneral Hospital for Children (MGH/C) patient Michael Dunleavy died from brain cancer in October 2002, but his best friend, 13-year-old Brian Mullin, still treasures the memory of their friendship. Each year, Brian volunteers to help organize a 5K walk and road race sponsored by the Michael Dunleavy Foundation, but recently he felt he wanted to do even more to honor his friend's memory. Knowing that Michael was an avid reader who loved both stories and poems, Brian decided to collect gently used children's books for the MGH/C. With the support of his family and friends, he initiated a collection at his middle school in Winchester, Mass. Donations of all types of books poured in, ranging from picture books for toddlers to longer volumes for older readers. On March 19, Brian was accompanied by both his mother, Kim, and Michael's mother, Toni, as he proudly presented more than 1,500 books to social worker Evelyn Malkin, LICSW, who accepted the gift on behalf of the patients at the MGH/C.

HOP ON POP
THE CAT IN THE HAT
by Dr. Seuss
J. K. ROWLING
COOL STUFF
Generously donated by friends of the Michael Dunleavy Foundation

**HEALING WORDS:** *Toni Dunleavy and Brian Mullen with books for MGH/C patients*

**AN EXCELLENT ENCOUNTER:** *Facilitator Suzanne O'Connor provides an in-depth look at quality service.*

## *Welcome to Front & Center*

**At a recent** Service Learning Series March 19, managers and leaders had the opportunity to experience the MGH/MGPO Practice Improvement Service Improvement Department's new Front & Center Program. Mary Cunningham, director of the department, welcomed attendees and explained that the program was created to support front-line staff and their managers in their efforts to consistently deliver a high quality experience to patients, their caregivers and one another.

Facilitators introduced participants to the Front & Center Program's four modules: Mastering the Excellent Encounter, Quality Interactions, Customer Service Skills and How May I Help You? The first module focuses on the attitudes and behaviors that shape service interactions, while Quality Interactions focuses on creating awareness of the influences of cultural and emotional experiences on service delivery. The third module examines the ten most valued skills for ensuring the consistent delivery of quality interaction, and How May I Help You? highlights methods for dealing with difficult people and situations.

Service Learning Series are held bimonthly, with the next event, "Hiring for Service," scheduled for May 21. For more information, contact Cindy Sprogis, senior project manager, at *csprogis@partners.org.*

## *— MGH goes green*

*(Continued from page 1)*

waste will be stored at a designated space on the Charles River Plaza loading dock and sent to recycling companies.

The OR officially kicked off the plastic recycling program March 17. Members of the OR Recycling Taskforce put together several displays of recyclable plastics in staff lounges to promote the program and show which plastics may go into the recycling bins and which are not acceptable, like those containing blood or body fluids, plastic bags and Styrofoam.

"This plastic recycling program would not have been possible without the support of Peter Slavin and MGH Administration," says Banchiere. "The pilot is going well and we plan to expand the program to other areas and departments in the coming months."

For more information or to participate in the plastic recycling program, contact Banchiere at (617) 726-2445 or *gbanchiere@partners.org.*

MGH HOTLINE



# *Leadership Academy: Shaping the future of the MGH*

**Since its inception** three years ago, the MGH Leadership Academy has made great strides in helping MGH managers build upon their skills and talents to become even more effective leaders.

To celebrate the anniversary of the Leadership Academy and recognize its faculty, a special reception was held March 19 in the Trustees Room.

Carlyene Prince Erickson, director of Employee Education and Leadership Development, welcomed the guests with a brief overview of the Leadership Academy's mission, giving details about the curriculum and the pillars of the program: People Management, Process Management, Financial Management, Communications and Leadership. The Leadership Academy has grown from offering only nine courses in 2005 to now offering 23. Prince Erickson credited the incredible growth and scope of the Leadership Academy's educational offerings to the Steering Committee and Curriculum Committee for providing guidance and structure to the program for the past three years.

**HEART AND SOUL:** *Leadership Academy faculty members Allison Rimm, Jim Noga and Bonnie Michelman*

The heart and soul of the Leadership Academy – the 14 MGH faculty who teach the courses – were given special honors with a gift and a round of applause. "The reason the MGH is such a great institution is because we have the best managers," said Jeff Davis, senior vice president for Human Resources and founder of the Leadership Academy. "The goal of the Leadership Academy is to ensure our managers have the right tools and resources to be great leaders, and that would not be possible without the faculty who take the time from their busy schedules and full-time jobs to share their knowledge and expertise."

Peter L. Slavin, MD, president of the MGH, offered his congratulations to the faculty and staff of the program. "An important part of the MGH mission is education, and that goes beyond teaching our future doctors, nurses and other clinicians," he said. "That also means providing our managers with the educational resources they need to realize their full potential." ●

## CIMIT supports NOTES initiative with $2.1 million grant

**The Center for Integration of Medicine and Innovative Technology** (CIMIT) recently awarded its largest grant ever to the Boston-based NOTES (Natural Orifice Translumenal Endoscopic Surgery) team. Six MGH investigators – David Rattner, MD, chief of the Division of General and Gastrointestinal Surgery; William Brugge, MD, of Gastrointestinal Endoscopy; Christopher Morse, MD, of the Department of Surgery; Field Willingham, MD, of the Gastrointestinal Unit; Denise Gee, MD, of the General Surgical Unit; and Patricia Sylla, MD, of the Department of Surgery – are among the members of the inter-institutional team that has pioneered a new technology for performing surgical procedures using flexible endoscopes through the mouth, anus or vagina to enter the abdominal, pelvic or thoracic cavities. The NOTES team will receive $700,000 annually for three years to continue its pioneering initiative.

"More research and a greater number of carefully planned human trials must be completed," says Rattner. "But I think I can say that NOTES has great potential to help patients."

The NOTES team represents four institutions and three scientific disciplines – medicine, surgery and engineering. Other institutions represented include BWH, Dartmouth Medical Center and MIT. For more information about NOTES, contact Rattner at *drattner@partners.org*.

**SURGICAL NOTES:** *Back row, from left, Gee, Morse and Sylla; front row, from left, Willingham, Rattner and Brugge*

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MGH HOTLINE



## What's happening

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following events for seniors age 60 and older: a lecture series, "Macular Degeneration," April 3, from 11 am to noon in the Haber Conference Room and hypertension screenings April 7, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call (617) 724-6756.

**Complex trait genetics seminar**
The MGH Clinical Research Program, the Center for Human Genetic Research and the Broad Institute at Harvard University and Massachusetts Institute of Technology are co-sponsoring "A Primer on Complex Trait Genetics: Basic Principles for the Beginning Investigator" April 7, from 8 am to 4:30 pm in the Simches Research Center, Room 3110. The presenters will be David Altshuler, MD, PhD; Paul de Bakker, PhD; Jose Florez, MD, PhD; Joel Hirschhorn, MD, PhD; Steve Carroll; Christopher Newton-Cheh, MD, MPH; Jordan Smoller, MD, ScD; and Mark Daly, PhD. Registration is required. To register, visit *hub.partners.org/catalog/crp-geneticprimer*. For more information, e-mail Suzanne Guerette at *sguerette@partners.org*.

**LMR training program**
The MGH Longitudinal Medical Record (LMR) training program has expanded and now is available to all MGH staff with access to the LMR. The classes provide hands-on, practical training and are available for students at beginner, intermediate and advanced levels. To register, visit *www.emreducation.partners.org*. For more information, e-mail *mgpolmrtrainingprogram@partners.org*.

**P & S versus B & G Blood Drive Challenge**
All members of MGH Police and Security and Buildings and Grounds are invited to participate in the "Put 'em Up" versus "Fix 'er Up" Blood Drive Challenge taking place at the MGH Blood Donor Center through April 30. The team with the highest percentage of blood donors will win a trophy. The center is located in the Gray Lobby and open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. For more information, call Meredith Wentworth at (617) 724-9699.

**Melanoma Lecture Series**
As part of its Melanoma Lecture Series, the MGH Wellman Center for Photomedicine will host "Melanoma as an Example of Evidence-Based Medicine" April 1, from 9 to 10 am in the Simches Research Center, Room 3110. Charles Balch, MD, of Johns Hopkins Medical School, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**Lunch-n-Learn Series**
As part of its Brown Bag Lunch-n-Learn Series, the Blum Center will offer "Be Med Smart: Learn to Take Your Medicines Safely" April 4, from noon to 1 pm at the center. For more information, call Sara Foy at (617) 724-7352.

**LGBT Health Awareness Week**
In honor of Lesbian, Gay, Bisexual and Transgender (LGBT) Health Awareness Week, the Patient Care Services Diversity Committee will host the following events: an LGBT Aging Panel/Kick-Off Reception April 7, from 4 to 6:30 pm in the Thier Conference Room; a film screening of "Cancer in Two Voices" April 8, with showings from 8 to 9 am in Jackson 412 and from 6 to 7 pm in the Haber Conference Room; an LGBT health awareness information table April 9, from 8 am to 5 pm in the Main Corridor; a transgender health issues discussion April 10, from 4 to 6:30 pm in the Thier Conference Room; and free workouts for MGH employees April 11 at the Clubs at Charles River Park. For more information, e-mail *lgbtmgh@partners.org*.

**Sexual assault awareness information tables**
In recognition of Sexual Assault Awareness Month, the MGH Domestic Violence Working Group, MGH Men Against Abuse, the Employee Assistance Program, HAVEN, the Emergency Department Sexual Assault Program and Police and Security will host information tables April 3, from 11 am to 1 pm and 10 pm to midnight in the Main Lobby.

**Collins Lecture Series**
As part of the 2008 Collins Lecture Series, MGH Radiation Oncology will host "Protonic Concerns" April 1, from 5 to 6 pm in the Bigelow Conference Room, White 5. Michael Goitein, PhD, will be the guest speaker. For more information, call Julie Finn at (617) 724-1155.

## Kudos

**John A. Parrish, MD,** director of the Center for Integration of Medicine and Innovative Technology (CIMIT), and **R. Rox Anderson, MD,** director of the MGH Wellman Center for Photomedicine, have been named the recipients of the Discovery Award by the Dermatology Foundation. The award, honoring exemplary contributions to the field of dermatology, was given jointly to Parrish and Anderson for their landmark discovery of selective photothermolysis, a process that spatially confines the therapeutic effects of lasers and avoids side effects such as scarring. This work has led to the widespread use of lasers in dermatology and several surgical specialties.

**Submit news tips and story ideas to the *MGH Hotline***

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April 4, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Seventy-five miles for Mom

**THE ROAD LESS TRAVELED:** *Gilsdorf walked to commemorate the anniversary of the death of his mother.*

**It is a feat** few would attempt: walk 75 miles in only three days, continuously on the move for eight or nine hours each day. And yet earlier this winter, Ethan Gilsdorf did just that.

Gilsdorf, a resident of Somerville, Mass., first conceived of his trek as a way to commemorate the 10th anniversary of the death of his mother, Sara, a former MGH patient who was treated at the hospital in 1978 for a brain aneurysm. Complications from the aneurysm ultimately led to her death in 1997. With the MGH as his starting point, Gilsdorf mapped a route to Lee, NH, his mother's hometown and the location of her grave. While he mainly stuck to less traveled and scenic roads, the walk wasn't easy. He had to contend with snowbanks, icy walkways, Boston-area traffic, many blisters and other aches and pains. For Gilsdorf, though, it was worth it. "I wanted the walk to be a meditation," he says. "I was able to slow down my mind and think about my Mom and how she was still in my life. I ended the trip at her gravesite, where I met my brother and sister. It was a lonely road, but my friends and family were incredibly supportive. And Mom was with me." ●

PHOTO: BRENT CLARKE

**OUTSTANDING DIVERSITY EFFORTS:** *The Arnold Z. Rosoff Award*

## PCS honored for diversity

**Since its inception** in 1995, the Patient Care Services (PCS) Diversity Program has made great strides in promoting the recruitment and retention of minority staff and offering patients the best in culturally competent care. Led by Deborah Washington, RN, PhDc, director of PCS Diversity, the program is recognized as a model for similar efforts across the country and plays a vital role in fostering a welcoming and inclusive

*(Continued on page 2)*

# *Hazardous Drug Safety Project: Evaluating chemotherapy drug safety at the MGH*

**To understand** the environmental impact involved with the preparation, administration and removal of nine chemotherapy drugs commonly used at the hospital, the MGH launched the first-of-its-kind Hazardous Drug Safety Project (HDSP) in December 2007. The project, led by Harry Demonaco, MS, and Jackie Somerville, RN, PhDc, associate chief nurse, examines a number of areas where chemotherapy drugs are handled to determine if there is contamination in these environments. Results from the study will be used to enhance and improve personal protective equipment, assess the value of new protective devices designed to reduce the risks of chemotherapy drug exposure and ultimately ensure that all employees who come into contact with chemotherapy drugs work in the safest possible environment.

The first phase of the HDSP involved swabbing surfaces in the Yawkey 8 Infusion Unit and the Central Pharmacy. Under the direction of Jeffrey Supko, PhD, director of the Clinical Pharmacology Lab, researchers used specialized and sensitive equipment and found residual amounts of chemotherapy drugs in quantities that were nearly undetectable in some areas of both locations. These findings are consistent with those obtained at other centers in previously published work. The risk posed to employees by these very low levels is unclear at the moment. A major goal of the project, however, is to minimize the amount of these chemotherapy drugs in the environment and reduce any risks to employees.

"While it is known that there is a potential risk working in areas where chemotherapy drugs are present, strict adherence to policies and procedures will reduce these risks," says Demonaco. "Results from the first phase showed that the trace contamination found in various areas could be the result of handling techniques. Therefore, the use of personal protective equipment – such as gowns, masks and gloves – should be viewed as 'community protective equipment,' because the use of such protective gear reduces the likelihood of exposing oneself and others to these drugs."

Somerville adds, "As we move into the next phase of the project, we already have gained valuable insight. Efforts currently are underway to coordinate all policies and procedures for chemotherapy drug handling within the departments of Nursing, Pharmacy and Environmental Services. Examining these policies is a major step toward improving our ability to reduce contamination."

Demonaco credits the Clinical Pharmacology Lab for its role in the leadership and success of the project. "Without the team's expertise and collaboration, we could not conduct this project," he says.

The next phase of the HDSP will include taking samples from additional locations where chemotherapy is prepared, administered and discarded. For more information about the project, contact Demonaco at *hdemonaco@partners.org*. Employees with concerns or questions about their own work environment and chemotherapy drug safety should speak directly to their managers or supervisors. ●

## — PCS diversity award

*(Continued from page 1)*

environment for patients and staff. Its initiatives include the development of cultural rounds to educate employees about potentially sensitive cultural issues, heritage celebrations, mentoring programs, a culturally competent care curriculum, community outreach and educational support for minority staff.

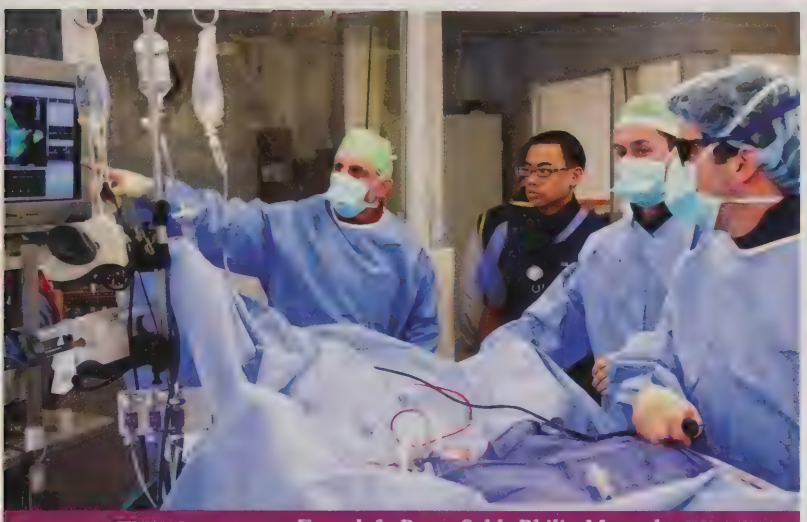
As a result of these varied and far-reaching efforts, PCS has been named the winner of the prestigious Arnold Z. Rosoff Award in the category of Internal Diversity Initiative. The award – co-sponsored by the Greater Boston Chamber of Commerce and the Boston Ad Club – aims to promote diversity in the Boston advertising and business communities and salute the area's most successful diversity initiatives. Washington accepted the award on behalf of PCS at a luncheon March 26. In addition to Washington, Carmen Vega-Barachowitz, MS, CCC-SLP, director of Speech, Language and Swallowing Disorders and Reading Disabilities; Pat Rowell, director of Volunteer, Interpreter, Information Ambassadors and General Store Services; and the PCS Diversity Steering Committee also were acknowledged in the award nomination for their contributions to diversity at the MGH.

PHOTO: BRENT CLARKE

**HONORING MGH'S DIVERSITY:** *Washington, far right, accepted the award on behalf of PCS.*

MGH HOTLINE





**STEM CELL HOPE** *From left, Rosenfield, Philip Magealas, Thomas Kiernan, MD, and Drachman*

# *Promising stem cell trial may benefit ischemic heart disease patients*

**Patients suffering** from severe ischemic heart disease – also known as coronary artery or coronary heart disease – who have exhausted their treatment options with traditional therapies may have new hope through an innovative clinical trial taking place partly at the MGH. The trial, called the Autologous Cellular Therapy CD34-Chronic Myocardial Ischemia trial, uses patients' own stem cells to promote the growth of new blood vessels, improving circulation in hearts damaged by inadequate blood flow and potentially reducing chest pain. Douglas Drachman, MD, and Kenneth Rosenfield, MD, both interventional cardiologists at the MGH Heart Center, are the lead investigators.

In this trial, each patient's natural stem cell production is augmented through injections of growth factors, and the stem cells are harvested from the patient's bloodstream. Using an advanced imaging system that allows physicians to create a three-dimensional image of the heart, the researchers are able to precisely target areas where increased blood flow is most needed, maximizing the potential impact of the stem cells. With minimally invasive techniques, a specialized catheter is then used to inject the stem cells directly into the heart muscle at these targeted sites with the goal of stimulating the growth of new blood vessels. The MGH is the only site in New England participating in this trial.

"This stem cell therapy could offer an alternative for patients who otherwise might not have other options – patients who have lifestyle-altering or disabling angina," says Drachman. "It may provide new hope for these patients when conventional treatments, such as medication, angioplasty, stenting and bypass surgery, have failed or are no longer feasible." Adds Rosenfield, "Implementing this trial has required extensive collaboration within the Heart Center and beyond, in large part coordinated by study nurse Cristina Breuggeman. The preparation and handling of patients' stem cells has hinged upon the efforts of Drs. Christopher Stowell and Thomas Spitzer and the members of the MGH Cell Laboratories and the Hematology-Oncology Division. It is the successful cooperation of many disciplines that enables us to bring novel therapies like this to patients who have nowhere else to turn." ●

ADVANCES

# Gene variants found to be powerful predictors

**Researchers from** the MGH Cardiology Division are taking the first steps toward using genetics to identify individuals who might benefit from earlier use of measures to prevent cardiovascular disease. A study in the March 20 *New England Journal of Medicine* – led by Sekar Kathiresan, MD, MGH director of Preventive Cardiology – confirms that combinations of gene variants associated with cholesterol levels can signify increased risk of heart attack, stroke or sudden cardiac death.

"The prospect of personalized medicine has received much hype, but until recently, there has been little hard evidence to back up the promise," says Kathiresan. "We feel that our data supports the possibility that a panel of gene variants will be useful in preventive cardiac care. We also show that the combination of multiple variants related to cholesterol importantly contributes to the genetic risk for heart attack."

*Kathiresan*

The *NEJM* study analyzed data from more than 5,400 adults over a 10-year period. Participants received a genotype score of 0 to 18 based on whether they had any unfavorable copies of nine cholesterol-associated gene variants. Not only did a higher score reflect more elevated LDL ("bad") cholesterol and lower HDL ("good") cholesterol levels, but those with genotype scores of 11 or higher also had a 63 percent greater risk of a cardiovascular event during the study period than did those with scores of 9 or lower.

Before this kind of information can be used to guide the care of patients, Kathiresan explains, all the gene variants associated with cardiovascular risk must be identified. Earlier this year, he and colleagues from the Broad Institute identified six new cholesterol-associated variants in a separate study published in the Feb. 1 *Nature Genetics*. "A current clinical dilemma is how early to start patients on cholesterol-lowering medications like statins," he says. "Our work suggests that someday we may have a genetic test to help identify patients needing more intense pharmacological and lifestyle treatments." MGH co-investigators on both publications include Christopher Newton-Cheh, MD, of the Cardiology Division and David Altshuler, MD, PhD, of the Center for Human Genetic Research and Department of Molecular Biology.

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### Eldercare discussion group

The Partners Employee Assistance Program will host an eldercare discussion group April 8, from noon to 1 pm in the Yawkey Center, Room 10650. Janet T. Loughlin, LICSW, will be the facilitator. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

### Global health seminar

The MGH Center for Global Health will host "HIV/AIDS and Global Health" April 10, from 5 to 6:30 pm in the O'Keeffe Auditorium. Bruce Walker, MD, director of the Partners AIDS Research Center, will be the guest speaker. For more information, contact Roy Ahn at *rahn@partners.org*.

### Clinical Research Day poster design classes

The MGH Clinical Research Program and the Photography Department are offering poster design classes April 15, from 8 to 9 am and May 7, from 4 to 5 pm for those who have submitted abstracts for Clinical Research Day. Both classes will be held in the Simches Research Center, Room 3120. These sessions will provide an overview of the poster design process and will give attendees an opportunity to ask questions. Handouts with step-by-step instructions on poster design and a CD with poster template files will be available. To register, visit *hub.partners.org*. For more information, contact Lauren Michaels at *lmichaels@partners.org*.

### HOPES anniversary celebration

In honor of the 10th anniversary of the HOPES Program, the MGH Cancer Center will host celebrations April 7 and 9 in the Yawkey Center, eighth floor corridor and April 8 in the Cox lower level. All events will be held from 10 am to 2 pm. For more information, call (617) 724-6737.

### "The Truth about Cancer" film screening

All members of the MGH community are invited to attend a free sneak preview screening of "The Truth about Cancer," a PBS documentary featuring MGH physician Dave Ryan, MD, of the Hematology-Oncology Unit, along with an MGH patient battling pancreatic cancer. The screening will be held April 10 beginning at 7 pm at the Coolidge Corner Theater in Brookline, Mass. A question-and-answer session with filmmaker Linda Garmon will be held immediately following the showing. For more information about the screening, contact Stacy Neale at *sneale@partners.org*.

### Senior HealthWISE events

MGH Senior HealthWISE will offer the following events for seniors age 60 years and older: a lecture series, "Cataracts: Current Treatment and Technology" April 10, from 11 am to noon in the Haber Conference Room; and a book club April 10, from 3 to 4 pm at the West End Library. Registration is required for the book club. For more information or event registration, call (617) 724-6756.

### Ethics forum

The MGH Ethics Task Force will offer the forum, "Artificial Nutrition & Hydration: A Discussion of Catholic Teaching," April 11 from noon to 1 pm in the Sweet Conference Room, GRB 4. James F. Keenan, SJ, professor of Theological Ethics at Boston College, will be the guest speaker, and a discussion will be moderated by Rev. Thomas Mahoney, MGH chaplain. Light refreshments will be served and participants are encouraged to bring their lunch. For more information, e-mail *erobinson1@partners.org*.

**ALL SMILES:** *Purim revelers*

## Chaplaincy observances

**On March 21,** merrymaking MGHers took part in a festive celebration of Purim, a Jewish holiday commemorating a foiled plot against the Jews of ancient Persia. Led by Rabbi Ben Lanckton, costumed employees read from the scroll of Esther, also known as a *megillah*, and the audience shook special noisemakers called *groggers* to drown out every mention of Haman, the story's villain. Afterward, Lanckton shared a blessing before the group enjoyed cookies called *hamentashen*. Later that day, the Chaplaincy also recognized Good Friday with well-attended Christian and Roman Catholic services to commemorate the death of Jesus Christ and celebrate its meaning throughout the year. Lanckton also gave a reflection at the Christian service.

### Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;

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April 11, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Safe lifting at the MGH*

**As caregivers** devote themselves to patient care and comfort, they may not realize that some of their repetitive or strenuous daily activities have the potential to cause injuries or strain. The Department of Nursing and MGH Occupational Health Services (OHS) is successfully addressing one of the leading causes of work-related injuries at hospitals – the handling of nonambulatory patients.

To protect patients and staff during the lifting and repositioning of patients, Nursing and OHS investigated various technologies, piloting ceiling lifts on two inpatient units. Based on positive feedback from staff and patients, lifts were installed in all inpatient rooms on these floors to reduce preventable staff injuries and enhance patient care. To date, 12 inpatient care units have had lifts installed, and by the end of 2009 all units – with the exceptions of Psychiatry and the Neonatal Intensive Care Unit – are scheduled to be equipped with the lifts. Members of the nursing services and other caregivers have undergone comprehensive training in the effective and safe use of the lifts at the Norman Knight Nursing Center for Clinical and Professional Development.

"Previously, staff used their own strength to pick up patients," says Gaurdia Banister, RN, PhD,

*(Continued on page 3)*

**GETTING A LIFT:** *An MGH patient on White 12 is helped by Alex Boed, RN, left, and Teresa Connolly, RN.*

**GRIN AND BARE IT:** *Boston Bruins players shave their heads for "Cuts for a Cause."*

## Boston Bruins' close shave

**Seven Boston Bruins** players – Aaron Ward, Andrew Alberts, Patrice Bergeron, Phil Kessel, Milan Lucic, Mark Stuart and Dennis Wideman – were a cut above the rest March 31. Partnering with WBCN-FM, the teammates had their heads shaved for "Cuts for a Cause," an event benefiting the MassGeneral Hospital *for* Children's (MGH*f*C) Division of Pediatric Hematology-Oncology.

Bruins fans placed bids to attend the event, and the top six bidders won the opportunity to personally shave a player's hair and take home his autographed team jersey. Several other donors, including the Jacobs family, owners of the Bruins; the National Hockey League; the National League Players Association's Goals and Dreams Foundation; New England Sports Network; Philips Norelco; and "The Buzz" supported the event, raising $25,000 for the MGH*f*C.

# DSC's Racial and Ethnic Disparities series report

**COMMITTED TO EQUALITY:** *From left, Alex Green, MD, MPH, of the DSC; Joseph Betancourt, MD, MPH, director of the DSC; Kimbrough-Sugick of the DSC; and Wilper*

**The MGH Disparities Solutions Center** (DSC) is dedicated to the elimination of racial and ethnic disparities in health care and since its inception has served as a forum for discussion and informative programming. Recently, MGHers gathered in the Trustees Room March 26 for the latest installment of the DSC's Racial and Ethnic Disparities: Keeping Current Seminar Series, featuring Andrew Wilper, MD, of the Cambridge Health Alliance. The discussion focused on Wilper's recently published paper which indicates that African-American and Hispanic patients have longer wait times than white patients to receive treatment in emergency departments (EDs) nationwide.

The seminar opened with a discussion led by Jessie Kimbrough-Sugick, MD, Aetna/DSC Healthcare Disparities fellow, who provided background on ED health care disparities. She explained that "inequities in care occur across the economic spectrum," but that disparities directly affect EDs because they often serve as health care safety nets for minorities, who are less likely than whites to have health insurance. Kimbrough-Sugick named contributing factors such as a lack of disparities awareness among clinicians, the inconsistent use of evidence-based guidelines in providing care, the lack of diverse workforces in EDs and deficiencies in cultural competence such as a limited availability of interpreter services.

Wilper then described how the treatment of minority patients in EDs reflects the nationwide trend of ED overcrowding: from 1994 to 2004, the number of EDs in the United States decreased by 12 percent even as the number of patients seeking care increased. In discussing why wait times were longer for minorities, Wilper pointed to "gatekeeping" issues such as discriminatory insurance practices that can lead to worse outcomes for patients. According to his research, publicly-funded health care providers also were more likely to discriminate based on race than private institutions.

For more information about the DSC, access *www.massgeneral.org/disparitiessolutions*. The DSC's next event – an online web seminar Creating Equity Reports: a Guide for Hospitals – will take place April 24. Registration will take place via the website. ●

# Bridging the fields of transplantation and genetics

**The MGH Transplant Center** has selected the first recipient of a new, two-year research fellowship, the Combined MGH Transplant Center/Broad Institute Research Training Award. Winfred Williams, MD, a senior transplant nephrologist with the MGH Transplant Center and an associate member of the Broad Institute at the Massachusetts Institute of Technology, was chosen for his proposal, "Multicenter Study Evaluation of Novel Variants in the Human Genome as Determinants of Tissue Compatibility in Bone Marrow and Renal Transplant Recipients."

*Williams*

Designed as a way to bring expertise in genomics to studies of clinically important problems in organ transplantation, the fellowship, worth approximately $82,000 annually, is available to researchers from both the MGH Transplant Center and the Broad Institute and is funded by the MGH Department of Medicine. With the support of the fellowship, Williams plans to create a program of both basic and clinical investigations into the genomic determinants of kidney transplant outcomes. "We are in the early stages of exploring the powerful tools of genomic medicine and constructing a comprehensive approach to studying the genetic underpinnings of transplant outcomes," he says. "My initial studies are aimed at looking at structural gene variants between kidney donor and recipient pairs that may contribute to the genetic risk of transplant organ rejection and graft failure."

"This fellowship emphasizes the importance of multidisciplinary research to important clinical problems in transplantation," adds Jay Fishman, MD, associate director of the Transplant Center. "The MGH Transplant Center is grateful for the interest in this fellowship expressed by the research community and the support of the Department of Medicine."

## — Ceiling lifts

(Continued from page 1)

executive director for the Institute for Patient Care. "This has the potential to cause musculoskeletal injury or strain over time. Nurses have reported great satisfaction with the ceiling lifts, which are just one of the ways we are fostering the safest environment possible for our staff and patients."

With the installation of the lifts, caregivers may observe a variety of benefits for patients, including a decrease in handling injuries and less discomfort when being moved. Ceiling lifts also have been used to help patients stand and walk. Kristin Parlman, PT, DPT, NCS, clinical specialist for Physical Therapy Services, described a scenario in which a patient with a brain injury was unable to roll, sit or stand due to a strong automatic pushing response against any manual assistance. With the ceiling lift and a gait sling attached, the physical therapist was able to provide the needed "hands-off" approach that enabled the patient to stand and take steps. Within the first treatment session, the patient progressed to walking and running within the safety of the ceiling lift system. This technology significantly contributed to the development of a plan of care that maximized patient participation.

"As we progress in cultivating a safety culture on our patient care units, we will continue to research and implement new technologies and approaches toward enhancing staff and patient safety," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. "I would like to thank George Reardon, director of Systems Improvement, and his Management Systems team for leading the ceiling lift project. The effort supports our quality and safety goals and the goals of the Patient Care Services strategic plan." ●

## Exploring careers in health care

**Careers in health care** have evolved beyond the traditional physician or nurse roles, offering individuals a wide array of career options. MGHers recently had the opportunity to explore health care careers at the annual Career Development Series March 27. Participants learned about careers in medical technology, medical coding, electrodiagnostic technology, surgical technology, medical imaging and nursing.

An MGH expert in each area provided an overview of the field, along with the types of jobs available within the field, education requirements, college programs, annual salaries, types of work schedules and other resources such as financial aid and admission requirements. Employee participants also learned about MGH resources such as the Tuition Assistance Program, the Support Service Employee Grant and other assistance offered by the MGH Training and Workforce Development Department.

For more information about upcoming events sponsored by the Training and Workforce Development Department, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm.*

## Small actions add up to big impressions

**Answering the telephone,** greeting patients, scheduling appointments – all of these seemingly routine tasks are significant opportunities for employees to help shape a patient's impression of the MGH, and support staff play a vital role in these efforts. With this in mind, late last year the MGH Heart Center formed the Support Staff Council, comprising employees from across the center, whose goal was to create an outstanding Heart Center experience for both patients and staff. Under the guidance of Michael Montgomery, administrative director of the Heart Center, and Sandra St. Fleur of the MGH/MGPO Service Improvement Department, the council met weekly for three months to craft a vision statement unifying the center's support staff. They also developed and implemented a universal telephone greeting that is being adopted across the Heart Center. The council will continue to play an active role in assessing operations and providing advice and assistance on ways to continue delivering service excellence.

**EXCEPTIONAL SERVICE:** *Front row, from left, Vadala, Sanchez, Gilroy, Martin-McBride and Brennan. Back row, from left, Higinbotham, Caggiano-Yasien, Slavin, Payton and Montgomery*

In recognition of their successful efforts, the group recently received an Excellence in Action Award from Peter L. Slavin, MD, MGH president, who created the program to honor employees for consistently providing exceptional service. The council's members who were recognized are Maria Sanchez, Dianne Brennan, Marie Auger, John Soto, Pat Martin-McBride, Maria Caggiano-Yasien, Donna Vadala, Corrine Higinbotham, Shana Bryant, Elizabeth "Betty Ann" Gilroy and Lashon Payton.

For more information about the Excellence in Action Awards, visit *intranet.massgeneral.org/service.* ●

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE exercise class**
MGH Senior HealthWISE will host a "Spring into Fitness" exercise class April 17, from 11 am to noon at the Clubs at Charles River Park. Lunch will be served from noon to 1 pm. Registration is required. For more information or to register, call (617) 724-6756.

**Seminar on supporting employee veterans**
The MGH, Partners HealthCare, Spaulding Rehabilitation Network, AIM Leadership and Citizens Bank will co-sponsor a professional development seminar, "What You Can Do for Your Country and Your Company" April 18, from 8 am to noon in the O'Keeffe Auditorium. The seminar is presented by Resource Partnership and is designed for human resources professionals and hiring managers to learn how to support employees who have been deployed overseas. Registration is $100 per person and a 15 percent discount is available for two or more individuals attending from the same company. To register, visit *www.resourcepartnership.org/register.php*. For more information, contact Natalya Koshnitsky at (508) 647-1722, ext. 16 or *natalya@resourcepartnership.org*.

**MGH College Fair**
MGH Training and Workforce Development will host the 2008 MGH College Fair April 16, from noon to 4 pm at 165 Cambridge St., Suite 200. Representatives from area colleges will be available to help employees explore educational opportunities in the Boston area. For more information, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm* or contact John Coco at (617) 724-3368 or *jcoco@partners.org*.

**Smoking cessation programs**
The MGH Tobacco Treatment Service will offer seven-week smoking cessation programs Wednesdays, beginning April 23 at 5:30 pm and Tuesdays, beginning May 6 at noon. Topics will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free life. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Registration is required with a registration fee, which is on a sliding scale. For more information or to register, call (617) 726-7443.

**National Healthcare Decision Day information table**
In recognition of National Healthcare Decision Day, the MGH Ethics in Clinical Practice Committee will host an information table April 16, from 8 am to 3 pm in the Main Corridor. Information and resources on advance directives and health care proxies will be available. For more information, contact Cynthia LaSala at (617) 643-0481.

**InfoBytes computer courses**
Partners Information Systems Training is offering the following one-hour InfoBytes Microsoft Office 2003 training courses: "Word 2003: Mail Merge," April 23, from 1 to 2:30 pm, and "Outlook 2003: Tips and Tricks to Improve Efficiency" April 23, from 3 to 4:30 pm. Both classes will be held at 165 Cambridge St., Suite 200. An optional half-hour of training will be available at the end of each class for related exercises and one-on-one consultation. To register, visit *ibridge.partners.org* and select: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search By Course Code. Then enter "ISM" and search available courses. For more information, e-mail *istraining@partners.org*.

**Wellman Center lectures**
The MGH Wellman Center for Photomedicine will host the following lectures: "Optical Imaging of *Drosophila Melanogaster* Cardiovascular Physiology" April 15, from 2:30 to 3:30 pm in the Thier Conference Room with guest speaker Michael A. Choma, MD, PhD, visiting clinical fellow at the Wellman Center; and "Photon Mayhem: Polarized Light for Photo-Diagnostics?" April 16, from 3:30 to 4:30 pm in Burr Conference Rooms 5 and 6 with guest speaker Alex Vitkin, PhD, of the Department of Biophysics at the University of Toronto. A coffee reception will begin 15 minutes before the start of each lecture. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

## IN GENERAL

**Paul Yu, MD, PhD,** of the MGH Cardiology Division, has received a Technology Investigation Award from the Massachusetts Technology Transfer Center for his proposal, "The Role of Bone Morphogenetic Protein (BMP) Signaling in Calcific Vascular Disease." This $40,000 award will help fund studies on the role of BMP signaling in atherosclerotic and calcific vascular disease and to assess the commercial potential of therapies that inhibit BMP signaling.

**The MGH Disparities Solutions Center (DSC)** has been honored with a Community Leader Award from Health Care for All, an organization dedicated to creating an affordable, accessible and culturally competent health care system. The DSC was selected for its commitment to providing essential research, education and training in eliminating racial and ethnic health care disparities.

**Submit news tips and story ideas to the *MGH Hotline***

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April 18, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Boston Health & Fitness Expo

**Channel 7** NBC/CW 56 and Partners HealthCare are partnering to present the second annual Boston Health & Fitness Expo at the Hynes Convention Center June 21 and 22. More than 70,000 children and adults attended last year's event, which is free to the public.

This year, the MGH is organizing many exciting activities for the expo, including:

- A showcase of the MGH Centers of Excellence in the areas of cardiovascular health, cancer, physical and occupational therapy, digestive health and pediatrics
- Skin and carotid artery screenings
- Bicycle helmet fittings and healthy snack giveaways for children
- Presentations by MGH guest speakers Claudia Chae, MD; Daniel Chung, MD; Denise Gee, MD; Richard Lee, MD; Natalia Rost, MD; and Nandita Scott, MD
- Programs hosted by MGH Sports Physical Therapy and the MassGeneral Hospital *for* Children

The expo also will feature:

- Appearances by celebrity guests Tedy Bruschi of the New England Patriots; Maria Menounos of

*(Continued on page 2)*

## *A celebration worth repeating*

**In 2003,** the MGH had the distinct honor of being designated the first Magnet hospital in Massachusetts by the American Nurses Credentialing Center (ANCC). Magnet recognition is the ANCC's highest honor for nursing excellence and has been awarded to fewer than five percent of hospitals nationwide. On April 15, the MGH received official notification that it had been redesignated as a Magnet hospital for another four years.

Surrounded in her office by members of her leadership team, Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse officer, received official notification of the hospital's Magnet redesignation via a phone call from Brenda Kelly, RN, MA, CNAA, BC, chair of the Commission on the Magnet Recognition Program. Kelly shared that it was a pleasure for the ANCC to review the MGH, commenting that the hospital was doing many great things. During their February site visit, the appraisers also noted that they were especially impressed by the high level of quality care and attention to patient safety, as well as the depth and breadth of interdisciplinary teamwork they observed throughout the hospital.

"The MGH has a long tradition of nursing excellence," says Ives Erickson. "We are honored to receive this prestigious distinction from the ANCC, which truly recognizes the MGH community as a whole – our interdisciplinary, patient- and family-centered practice. I am reminded daily that MGH nurses are the best of the best, and it is quite gratifying to have the American Nurses Association formally reconfirm that."

The concept of Magnet designation was born out of a 1983 study by the American Academy of Nursing Task Force on Nursing Practice in Hospitals to identify and describe variables that created an environment that attracted and retained well-qualified nurses who promote quality patient care. Forty-one of the 163 institutions studied were described as "Magnet" hospitals because of their ability to attract and retain professional nurses despite a significant nursing shortage. In 1990, the American Nurses Association (ANA) Board of Directors approved a national Magnet recognition program, and responsibility for the development and maintenance of this program was assigned to the ANCC, a subsidiary of the ANA.

The multi-phase Magnet evaluation process involved a thorough review of both written and observed evidence of the quality of nursing practice against specific ANCC standards and criteria. The MGH documentation submitted to the ANCC in 2007 totaled some 2,600 pages of "written evidence," which appraisers reviewed and scored, earning

*(Continued on page 2)*

**A RESOUNDING YES:** *Ives Erickson, second from right, receives the good news.*

## — Celebration

(*Continued from page 1*)

the hospital a site visit. In late February, a team of five ANCC appraisers spent three days evaluating the hospital's performance and its ability to integrate the ANCC standards into practice, the delivery of care, professional development, interdisciplinary teamwork, quality and safety, leadership, documentation and the ability to provide culturally competent care. Throughout their onsite visit, the appraisers visited multiple patient care units and practice areas and interviewed all members of the health care team, including patients and families, as well as hospital leadership.

"This is a tremendous and well-deserved recognition," says Peter L. Slavin, MD, president of the MGH. "I applaud the coordinated effort this took from all corners of the hospital. From the Cancer Center to the Heart Center, from the MassGeneral *for* Children to Orthopædics and Vincent Obstetrics and Gynecology Services, all of the members of Patient Care Services and the hospital community were instrumental in helping the MGH receive this wonderful honor." ●

**FAITHFUL SERVICE:** *Eucharistic ministers proudly display their certificates.*

## *Honoring the MGH's Eucharistic ministers*

**Healing takes** more than addressing just the physical needs of patients – honoring and supporting their spiritual lives is a vital component of patient-centered care. Helping to meet this need are the MGH's Eucharistic ministers, a dedicated group of volunteers who assist the MGH Chaplaincy staff in bringing Holy Communion to the hospital's Roman Catholic patients and their families. On April 10, the Chaplaincy celebrated these nearly 40 individuals with a special commissioning service in the MGH Chapel.

During the ceremony, MGH chaplains representing a number of faiths offered a blessing to the volunteers, who each received a pin and a special certificate signed by Cardinal Sean O'Malley, archbishop of Boston; and Chaplaincy members Michael McElhinny, MDiv, director of the Chaplaincy; Father Celestino Pascual, Eucharistic Ministry Program advisor; and Gina Murray, the program manager. Eucharistic ministers Kelly Clark and Jim Leo also spoke on behalf of their fellow volunteers, sharing their experiences with the ministry and the deep impact it has made on their lives.

"The volunteers are terrific, and we're so grateful for their dedication to our patients here at the MGH," said Murray. "Volunteer hours have been steadily rising over the past year, showing just how committed they are. It makes such a difference for patients and families."

For more information about the Eucharistic Ministry Program, call (617) 726-2226. ●

## — Health Expo on June 21 and 22

(*Continued from page 1*)

Access Hollywood; Keith Lockhart of the Boston Pops; Hoda Kotb of NBC's "The Today Show;" contestants from the television shows "America's Next Top Model" and "The Biggest Loser;" and former Olympic gymnast Dominique Dawes

- Free medical tests and screenings for glucose, cholesterol, blood pressure, skin cancer, osteoporosis and vision
- Information about health insurance
- Interactive sports clinics, fitness games, health activities and demonstrations
- "Cooking with the Dish" healthy cooking demonstrations featuring Frances Rivera of Channel 7 News and local restaurants and celebrity chefs

Last year, more than 900 employees from throughout Partners HealthCare volunteered to help make the expo a huge success, and volunteers currently are needed for this year's event. To volunteer, contact Amanda Westerling at (617) 643-2366 or *awesterling@partners.org*. For more information about the expo, visit *www.bostonhealthexpo.com*.

MGH HOTLINE



# MGH Cancer Center honors scientist

**The MGH Cancer Center** is proud to honor outstanding scientists in the pursuit of eradicating cancer by scientific investigation. Recently, the Cancer Center bestowed its third annual Massachusetts General Hospital Award in Cancer Research to Titia de Lange, PhD, a professor at Rockefeller University, for her pioneering studies on the structure and function of mammalian telomeres. Daniel Haber, MD, PhD, director of MGH Cancer Center, presented the award to de Lange prior to her seminar April 4 at the MGH. ●

**OUTSTANDING:** *Haber, left, with de Lange*

# The MGH receives Corporate Leadership Award

**The Urban League** of Eastern Massachusetts bestowed one of its highest honors on the MGH at the organization's 16th annual awards gala April 5 at the Seaport World Trade Center. Peter L. Slavin, MD, president of the MGH, accepted the Corporate Leadership Award, an honor recognizing the hospital's work with the Urban League to address health care disparities in the Boston area as well as its commitment to hiring a diverse workforce. The Corporate Leadership Awards are presented to leading organizations that maintain a strong and supportive relationship with the Urban League with the common goals of encouraging economic and community development through employment, supporting families and protecting civil rights. Other MGH staff and leaders attended the gala to celebrate this distinguished honor. ●

**GALA PRESENTATION:** *The MGH is recognized by the Urban League for its work addressing health care disparities.*

# Ruvkun receives Gairdner Award

**Gary Ruvkun, PhD,** of the MGH Department of Molecular Biology, is among six top scientists who have been selected to receive the 2008 Gairdner Awards for medical research. Ruvkun was honored for his part – along with Victor Ambrose, PhD, of the University of Massachusetts – in the discovery of microRNAs, which scientists believe will be beneficial in understanding the development of cancer, diabetes and heart failure.

*Ruvkun*

A graduate of the University of California at Berkeley, Ruvkun is a professor in the Department of Genetics at Harvard Medical School. Collaborating with Ambrose, who is co-recipient of the award, Ruvkun began work on microRNAs in 1982. His work at The Ruvkun Lab at the MGH led to several groundbreaking papers revealing a new world of RNA regulations at an unprecedented small scale.

Established by the Gairdner Foundation, the Gairdner Awards recognize outstanding contributions by medical scientists whose work will significantly improve the quality of life. Of the past 288 awardees, 70 have gone on to win the Nobel Prize.

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MGH HOTLINE



WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following events for seniors age 60 years or older: the lectures "Eyelid Problems and Dry Eye" April 22, from 11 am to noon in the Haber Conference Room with guest speaker Jason Rothman, MD, of Ophthalmic Consultants of Boston; "Glaucoma," April 24, from 2 to 3 pm in the Haber Conference Room with guest speaker Laura Fine, MD, of Ophthalmic Consultants of Boston; and hypertension screenings April 28, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

**Passover service**
The MGH Chaplaincy will host a Passover service April 25 at 11 am in the MGH Chapel on Ellison 1. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

**Organ donation information table**
In recognition of National Donate Life Month, the MGH Transplant Center and the New England Organ Bank will co-sponsor an information table April 29, from 8 am to 3 pm in the Main Corridor. Information and resources about organ and tissue donation will be available. For more information, contact Greg Hamann at (617) 724-8839 or *ghamann@partners.org.*

**Skin cancer screenings**
MGH Dermatologic Surgery is offering free skin cancer screenings May 15, from 5:30 to 7 pm at 50 Staniford St., Suite 270. Screenings are by appointment only. For more information or to schedule an appointment, call (617) 726-1869.

**Palliative care symposium**
In honor of its 12th anniversary, the MGH Palliative Care Service will host "The Future of Palliative Care" April 24, from 3 to 5:30 pm in the O'Keeffe Auditorium. The featured speakers will be Diane Meier, MD, director of the Center to Advance Palliative Care and the Lilian and Benjamin Hertzberg Palliative Care Institute; Charles von Gunten, MD, PhD, FACP, provost of the Center for Palliative Care Studies at San Diego Hospice and Palliative Care; and Eric Cassell, MD, MACP, a national leader in medical humanities, patient and physician communication and moral issues in medicine. For more information, contact Vicki Jackson, MD, at (617) 724-0213.

**Financial choices workshop**
The Partners Employee Assistance Program will offer "What to Do With Your Next $100" April 23, from noon to 1 pm in the Thier Conference Room. Amy Perry of Consumer Credit Counseling Services will discuss saving and investing strategies, ways to protect assets and debt management. For more information, call (617) 726-6976.

**DSC web seminar**
The MGH Disparities Solutions Center (DSC) will host a web seminar, "Creating Equity Reports: A Guide for Hospitals" April 24, from 3 to 4:30 pm. Robin Weinick, PhD, of the MGH Institute for Health Policy and author of the report, will discuss how it can be used as a resource in developing an equity report. Katherine Flaherty, MD, of Partners Community Benefit Programs; and representatives from Baylor Health Care System; Seattle Children's Hospital; Beth Israel Deaconess Medical Center and Northwestern University also will participate. For more information or to register, visit *www.massgeneral.org/disparitiessolutions/events.html.*

**PIE Awards online nomination period**
The online nomination period for the 2008 Partners in Excellence (PIE) Awards will begin April 22. To nominate an individual or team, visit *pulse.partners.org/PIE/Instructions WEB.asp.* All nominations submitted during spring and summer 2008 will be reviewed in October 2008. The awards ceremonies will be held in December 2008 and January 2009. For more information, visit *pulse.partners.org/about/pie_about.htm.*

**MGH job applications go paperless**
MGH Human Resources (HR) is now going paperless with job applications to better improve the efficiency of recruitment efforts. Applicants may be directed to the Employee Access Center in Bulfinch 107 or computers within individual departments to apply online. As part of this effort, managers and supervisors are requested to recycle their unused paper job applications and delete any electronic versions that may have been printed or copied in the past. For more information, staff should contact their HR recruiter.

**Wellman Center lecture**
The MGH Wellman Center for Photomedicine will host "Novel Approaches for Biomedical Applications" April 22, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Changhuei Yang, PhD, of the California Institute of Technology, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

**Blum Center Lunch-n-Learn Series**
As part of its Brown Bag Lunch-n-Learn Series, the Blum Center will host "Nutrition and Renal Failure: How a Special Diet Can Help" May 2, from noon to 1 pm in the Blum Center. For more information, call (617) 724-7352.

**Submit news tips and story ideas to the *MGH Hotline***

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April 25, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

start!

American Heart Association
Learn and Live
2008 GOLD ACHIEVEMENT

## *The MGH is fit-friendly*

For the second consecutive year, the American Heart Association (AHA) has honored the MGH with its Fit Friendly Award. The distinction recognizes organizations across the United States that champion the health of their employees and create a culture supporting physical activity and good nutrition in the workplace.

Jeff Davis, senior vice president of Human Resources; Lillian Sonnenberg, DSc, RD, LDN, senior manager of Ambulatory Nutrition; and Efstathios Antoniades, senior administrative director of Cardiology, accepted the award on behalf of the MGH April 16. At the ceremony, Malissa Wood, MD, an MGH cardiologist and AHA board member, announced this year's winners. City Councilor Michael P. Ross commended the MGH for its designation as a Fit Friendly hospital and congratulated the hospital for being "a great place to work."

"We are delighted and honored to again receive this award from the American Heart Association," says Davis. "I would especially like to credit the MGH Be Fit program for its commendable work in keeping our employees healthy and fit."

## Racking up the miles for the MGH/C

**After months** of dedicated training, more than 100 MGH staff and supporters laced up their sneakers and joined thousands of fellow athletes in running the 112th Boston Marathon April 21. Many of these runners helped raise thousands of dollars for pediatric cancer and cystic fibrosis programs at the MassGeneral Hospital for Children (MGH/C). The devoted athletes were members of two MGH marathon teams: "Fighting Kids' Cancer ... One Step at a Time" and the MGH Cystic Fibrosis Team. They were cheered on by an enthusiastic group of MGH supporters who had gathered at Heartbreak Hill.

Howard Weinstein, MD, chief of Pediatric Hematology-Oncology at the MGH/C, established the "Fighting Kids' Cancer" team in 1996 after one of his patients died from a highly aggressive sarcoma. This year, the team aimed to raise $750,000 for pediatric cancer programs and research. The Cystic Fibrosis Team, which is led by Allen Lapey, MD, of the Pediatric Allergy and Pulmonary Unit and the Cystic Fibrosis Center at the MGH/C, was created in 2001.

**RUNNING FOR A CAUSE:** *MGH/C runners prior to taking their mark*

# LMR training courses expanded

**More members** of the MGH community now can take advantage of specialized training classes for the Longitudinal Medical Record (LMR). The MGPO LMR Training Team has expanded the courses to all MGH staff with access to the LMR, providing hands-on, practical training for people at beginner, intermediate and advanced levels. Available courses include:

- LMR Essentials
- Entering Clinical Information in the LMR for Specialists
- LMR Efficiencies Workshop
- Creating and Using Custom Templates in the LMR
- LMR Navigation and Prescription Writing for Specialists
- Working with Medications, Allergies and Problems in the LMR
- Working with Notes in the LMR
- Navigating the LMR for Front Desk Staff
- LMR Medical Assistant Training
- LEAP Lessons Learned

All eligible employees are encouraged to attend one or more of the sessions, which offer many benefits for those who regularly work with the LMR. "I have spoken to a number of physicians who have attended LMR training, and they have commented that the program was extremely valuable to them. They learned a lot, found they are more efficient and have also noted that the LMR has many more features that make their job easier than they ever imagined," says Nancy Gagliano, MD, vice president for Practice Improvement. Adds Claus Hamann, MD, MS, associate medical director for the LMR, "It is gratifying to see that MGH clinicians are learning to make the LMR work for them and that many more MGH specialists are adding their notes to the already robust record of our patients' care."

For more information about LMR training courses or to enroll in a class, visit *www.mmeducation.partners.org*. For additional information, e-mail *mgpolmrtrainingprogram@partners.org*.

**CREATIVE MINDS:** *From left, Warshaw, Slavin, Parrish and Stephen Wexler, a member of the MGH Board of Trustees*

# *Bowditch Prize awarded to Parrish*

**At the MGH,** medical and scientific innovations take place almost on a daily basis. Likewise, as the costs associated with providing optimal care constantly increase, the hospital's management and leadership work to ensure that services are delivered as efficiently as possible. The Nathaniel Bowditch Prize, established in 2000, is designed to recognize those clinicians whose work fuses these strands of innovation by increasing the quality of health care while reducing its cost. This year's winner is John A. Parrish, MD, the former chief of MGH Dermatology.

Established by a gift from Charles and Nancy Munger through the Alfred C. Munger Foundation, the award is named in honor of Nathaniel Bowditch (1773-1838), a pioneer in celestial navigation whose sons served the MGH in many capacities. The award's recipient – nominated by peers and selected from among a group of finalists by a committee of hospital leaders – receives a grant of $5,000 from the MGH Board of Trustees.

A leader in modern dermatology, Parrish's innovations in ambulatory therapy, such as the use of ultraviolet light to treat skin disease, effectively eliminated the need for inpatient dermatology over the last 30 years. In addition, his work with lasers has led to breakthroughs in the treatment of kidney stones and gallstones. At the MGH, Parrish established the Center for the Integration of Medicine and Innovative Technology, the Cutaneous Biology Research Center and the Wellman Center for Photomedicine.

Speakers at the April 11 ceremony included Andrew L. Warshaw, MD, MGH surgeon-in-chief and chair of the prize selection committee; Peter L. Slavin, MD, MGH president; and David Torchiana, MD, MGPO chairman and chief executive officer. Warshaw remarked that the nominees represent "a special type of creativity." Slavin thanked the Board of Trustees and observed that the award "celebrates individuals and team contributions to quality and efficiency."

Upon accepting the award, Parrish spoke of his career at the MGH as "three different careers." He remarked, "First, I was a clinician, working on the front lines. Then, I created treatments. Now, I create environments in which others can develop new diagnostics. None of this would be possible without the support of the MGH leadership." ●

MGH HOTLINE



# Advocating for children's health care

More than 60 pediatric residents from Boston area hospitals – including the MassGeneral Hospital for Children (MGHfC) – gathered at the Massachusetts State House April 8 to advocate for children's health care at the 3rd annual Pediatric Residents and Fellows Day. The residents met with and heard speeches from legislators and others – including Director of the Harvard Center for the Developing Child, Jack Shonkoff, MD; former State Representative and current Executive Director of Health Care for All, John McDonough, DPH; and State Representatives Peter Koutoujian and Ruth Balser – who highlighted issues regarding childhood obesity, mental health and booster seat legislation.

"Children can't vote, so they often are overlooked in the legislative process," said event organizer and MGHfC resident Anna Rosenquist, MD. "As pediatricians, we are excited to advocate on behalf of the children." Speaking of the group's focus on a school nutrition bill, MGHfC resident and event co-organizer Alenka Zeman, MD, said, "The school system is an important area where policymakers can improve childhood nutrition. Although we can't always control what foods children eat at home, we can control what our government serves them at school."

The 2008 Residents Day at the State House was sponsored by the Massachusetts Chapter of the American Academy of Pediatrics. In addition to Rosenquist and Zeman, other MGHfC residents involved with coordinating the event were Emily Kung, MD; Ariel Frey, MD; Catherine Aftandilian, MD; Shilpa McManus, MD; Miranda Ip, MD; Emily Gregory, MD; Robin Ryther, MD; Erin Mahony, MD; Michele Duke, MD, and Suzanne Boxer, MD. Faculty advisors were Shannon Scott-Vernaglia, MD, and Alexy Arauz Boudreau, MD. ●

**RESIDENT ADVOCATES:** *Front row, from left, Mahony and Katie Zuckerman, MD. Second row, from left, Jess Kaplan, MD; Ip; Kung; and Aftandilian. Third row, from left, Ashley Campion, MD; Zeman; and Rosenquist. Fourth row, from left, Heather Diskin, MD; and Ryther. Top row, Deborah Mitchell, MD.*

# Medical Service Blood Drive Challenge begins

**The MGH Blood Donor Center** will be the scene of some friendly competition when it kicks-off the Fourth Annual Medical Service Blood Drive Challenge May 1. During the monthlong challenge, MGH physicians, nurses and allied health professionals will compete against one another in an effort to increase donations at the center during the late spring, a time when donation rates are low. The team with the highest percentage of donors will be declared the winner.

Allan Moore, MD, a fellow in the Diabetes Unit, will lead the physician team, and Susan Morash, RN, nursing director for White 11, will head up the medical floors team comprising nurses, unit service associates, operations associates and patient care associates. Tanya Milosh Zinkus, program administrator in the Department of Medicine, will lead this year's challenge newcomers, a team of administrative staff from the Department of Medicine.

All three leaders are excited to begin this year's competition. "The Medical Services Blood Drive Challenge is a special time of year, with physicians, nurses and staff throughout the Medical Service coming together for a common cause – helping our patients through blood donation," says Moore. Morash adds, "This spirited competition has proven to be a great way to unite our staff by helping save lives. This year will be bigger and better than ever." Milosh Zinkus agrees, saying, "The administration team hopes to bring in new donors who, although they may not work directly with patients, make contributions that support and strengthen the patient care network."

**UP FOR THE CHALLENGE:** *From left, Aileen Gleason, RN, of White 11; Suzanne Munroe, RN, of the Blood Donor Center; and Kerri Palamara, MD, of Internal Medicine*

A double-points day May 1 can help participants earn a head start in the competition by offering two points for every team member who donates. Throughout the challenge, individuals who are ineligible to give blood may designate a "buddy" to donate on their behalf.

The Blood Donor Center is located in the Gray Lobby and open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, call (617) 726-8177. ●

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MGH HOTLINE



**Wellman Center lecture**
The MGH Wellman Center for Photomedicine will offer "Photoacoustic Computed Tomography: Algorithm, Resolution and System" April 29, from 2:15 to 3:15 pm in the Thier Conference Room. A coffee reception will begin at 2 pm. Minghua Xu, PhD, of the Abramson Cancer Research Institute at the University of Pennsylvania School of Medicine, will be the guest speaker. For more information, e-mail Nicole DeVoe at *ndevoe@partners.org*.

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: hypertension screenings May 5, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St.; a "Spring into Fitness" exercise session May 8, from 11 am to noon at the Clubs at Charles River Park, with lunch served from noon to 1 pm; and a book club discussion of "Three Cups of Tea" May 8, from 3 to 4 pm at the West End Library. Registration is required for the exercise session. For more information or event registration, call (617) 724-6756.

**Changes to PeopleSoft login**
Beginning April 30, there will be several changes to the Partners PeopleSoft login process. Employees' PeopleSoft usernames and passwords now will be the same as their Partners network usernames and passwords, eliminating the need to remember additional passwords. Once these passwords are synchronized, they will be subject to the Partners 180-day expiration policy and will need to be reset accordingly. Additionally, the login page will have a new look.

**DSC/MAO film series**
As part of its film series, the MGH Disparities Solutions Center (DSC) and the Multicultural Affairs Office (MAO) will co-host a screening of "La Ciudad" May 5, from 5:30 to 7:30 pm in the Thier Conference Room. Two selections from the movie will be shown: "Bricks" and "Puppeteers." James O'Connell, MD, of Boston Healthcare for the Homeless, and Elizabeth Barnett, MD, co-editor of "Immigrant Medicine," will comment on the issues presented in the film. To register, e-mail *disparitiessolutions@partners.org*.

**Fruit Street closure**
Due to construction activity, Fruit Street will be closed May 2 beginning at 9 pm through May 4 at 6 pm. No vehicle or pedestrian traffic will be allowed during this time, and emergency vehicles will be rerouted. Yawkey Way also will be closed to vehicle and pedestrian traffic. Pedestrians must use the covered Yawkey Path along North Grove Street to travel between the main hospital and the Yawkey and Burr Proton Therapy Centers. The Fruit Street Garage will remain open, but all exiting traffic must turn right toward Parkman Street – no vehicles will be allowed to exit left to Yawkey Way or Charles Street. Throughout the weekend, MGH parking staff will be monitoring parking space availability, and drivers at times may be directed to park in a specific garage. For more information about the closure, call Jim Guiry of Planning and Construction at (617) 726-2442.

## *In memoriam: Jerome H. Grossman, MD*

**Jerome H. Grossman, MD,** an expert in health care policy who in the 1970s helped the MGH pioneer the use of automated medical records, died April 1. He was 68 years old.

At the MGH from 1966 to 1979, Grossman served in a number of positions on the medical staff. He completed his residency in Internal Medicine at the MGH, eventually becoming the director of Ambulatory Care in 1974. While at the hospital, he helped pioneer the standardization and digitization of patient medical records, leading the MGH's effort to become the first hospital in the world to rely on an automated records system – the precursor of today's electronic medical record and Longitudinal Medical Record systems.

After leaving the MGH in 1979, Grossman went on to lead New England Medical Center – now Tufts Medical Center – for 16 years. A recognized expert in health policy analysis, he also directed the Health Care Delivery Program at the John F. Kennedy School of Government at Harvard University. In addition, he served as chairman of the Federal Reserve Bank of Boston from 1994 to 1997.

He is survived by his wife, Barbara; their three daughters, Amelia, Elizabeth and Kate; and his brother, Sy.

**Submit news tips and story ideas to the *MGH Hotline***

Contact:
Suzanne Kim, editor, at (617) 726-0275;
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Aldona Charlton, designer, at (617) 726-7539;
Julia Wang, intern, at (617) 643-3865;

by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
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May 2, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**MAN OF THE HOUR:** *From left, Davis, Johnson, Baker, Krupkowski, Slavin and Torchiana*

## *Honoring administrative excellence: The Pamela J. Ellis Award*

**On April 23,** administrative support staff from across the hospital were honored at the annual Administrative Secretarial/Clerical Support Staff Day, which also included the presentation of the 11th annual Pamela J. Ellis Memorial Secretarial Award. Peter L. Slavin, MD, MGH president; Jeff Davis, senior vice president for Human Resources; David Torchiana, MD, MGPO chairman and CEO; George Baker, MD, of the Bulfinch Medical Group and founding member of the award selection committee; and 2007 winner Margo Johnson, of the MGH Chelsea HealthCare Center's Adolescent and Pediatric Medicine Unit, gave remarks and presented this year's award to Chester "Chet" Krupkowski, operations associate in the Blake 8 Surgical Intensive Care Unit (SICU).

Given annually to a member of the MGH support staff in recognition of National Administrative Professionals' Day, the award is named in honor of Pamela J. Ellis, an executive secretary at the MGH who died in October 1996 at the age of 31. The $1,000 award

*(Continued on page 2)*

## Partners paging system includes new callback changes

**MGHers using** the Partners Paging Directory (PPD) will now be required to use a full, ten-digit telephone callback number when initiating a page. This change is due to the growth in the number of telephone extensions and building locations throughout Partners HealthCare resulting in duplications of five-digit extensions among hospital sites. For example, BWH and the MGH both may have the same five-digit extensions, such as 3-1234. Because there have been incidents when individuals have reached the wrong hospital when returning a page, this has become a matter of patient safety. The full ten-digit telephone callback number is now required to ensure that there is no confusion in the area code or exchange of the callback number.

To facilitate this change and remind users to enter ten digits, the callback number field in the PPD has been reformatted to include a separate area code box and seven-digit phone number box. (See example at right.) If users enter a telephone callback number that is fewer than 10 digits, an error message will instruct them to enter the full 10 digits. When users enter the first digit of the area code, the field automatically will fill in the appropriate area code. For example, entering a 6 will fill 617 into the area code box.

This change only affects the callback number field. The pager number remains five digits, and those being paged while on the MGH main campus will continue to be able to dial back the five-digit extension.

Send a Page

**Name:** **Test Pager, Shawn**
**Page ID:** 20845
**Status:** In Hospital - On Page
**Paging Note:**

**Callback Number:**

| Area Code | Phone Number |
|---|---|
| 617 | 724-1234 |

## May marks API Heritage Month

**More than** 47 different ethnic groups comprise the 14 million Asian Americans and Pacific Islanders (API) in the United States, and during the month of May the MGH will join in celebrating their traditions, history, languages and unique experiences. The Association of Multicultural Members of Partners (AMMP) is sponsoring a series of events throughout the month focusing on the cultures, cuisines and health care issues of Asian Americans and Pacific Islanders.

Each Thursday in May, MGHers will have the opportunity to enjoy different Asian-inspired dishes at the Carvery Station at the Eat Street Café. The cuisines of India, Indonesia, Thailand, Japan and Vietnam will be represented.

In honor of API Heritage Month, AMMP also will host a forum on disparities in mental health care in the API community, May 8 from noon to 1 pm in the Trustees Room, with guest speaker Ed Wang, PsyD, of the Massachusetts Department of Mental Health. API Heritage Month will culminate May 30 with a celebration under the Bulfinch Tent featuring speakers and a variety of cultural dance groups.

For more information about API Heritage Month, contact Natalie Nguyen, administrative fellow, at *nenguyen@partners.org* or (617) 724-4136.

**PUTTING THE WORD OUT:** *LGBT Health Awareness Week Planning Committee and other volunteers at the information table*

## *LGBT Health Awareness Week offers health information*

**April 7 through 14** marked the MGH's first Lesbian, Gay, Bisexual and Transgender (LGBT) Health Awareness Week, organized by MGHers to provide information about health issues specific to the LGBT community.

The week kicked off with a panel discussion on LGBT aging. With the population of LGBT elders expected to increase by 70 percent in the next two decades, panelists – including Lisa Krinsky, director of the LGBT Aging Project, and Marc Solomon, executive director of MassEquality – discussed aging issues of relevance to the community.

Next, "Cancer in Two Voices," a documentary about the impact of a terminal diagnosis on a lesbian couple, gave viewers an intimate look into a loving relationship in a time of crisis. The LGBT Health Awareness Week Planning Committee then hosted an information table in the Main Corridor April 9, providing literature on topics such as relationships, harm reduction, sexual and mental health, domestic violence and cancer. Volunteers from a number of departments throughout the hospital were on hand, showcasing the variety of MGH services and providers available to the LGBT community.

A panel discussion on transgender health took place April 10, featuring social workers, community advocates and a nurse educator. Issues specific to the transgender community, such as access to health care, challenges in navigating health insurance and substance abuse were discussed. Finally, April 11 was Wellness Day at the Clubs at Charles River Park, where participants received passes for a free workout.

Jackie Slivko, MBA, PMP, MSEd, and Jesse Ehrenfeld, MD, co-chairs of the LGBT planning committee, remark, "We are excited that this important cause received such a warm reception from the MGH community. In particular, we would like to thank the 63 volunteers from 36 different departments who came together to make our events such a success."

For more info about the LGBT committee at MGH, e-mail *lgbtmgh@partners.org*, Slivko at *jslivko@partners.org* or Ehrenfeld at *jehrenfeld@partners.org*. ●

## — *Ellis Awards*

(*Continued from page 1*)

was established in 1997 to honor employees who exhibit the same dedication, strong work ethic and commitment to excellence demonstrated by Ellis.

Described by his nominators as "always kind and approachable" and "impeccably patient," Krupkowski, who works the night shift in the SICU, was touched by the honor. In his remarks, he thanked his wife for her support as well as his colleagues on Blake 8. "This means so much to me," he said. "I want to thank you all very much."

Krupkowski was selected as this year's winner from a list of 67 nominees, whose names will be included on a framed honor roll to be displayed alongside the Pamela J. Ellis Award plaque on the Employee Wall of Recognition on the first floor of the Ellison Building. ●

# *Monitoring vibrations associated with B3C construction*

**As construction of** the new Building for the Third Century (B3C) progresses, some may not only have seen construction activity, but also may have felt some vibrations in buildings adjacent to the construction site. So, one may ask, "How are these vibrations kept at a safe level for patients and staff?"

The MGH Planning and Construction Office, the MGH Safety Office, and the Thrive B3C Operations Committee and its Noise, Vibrations and Particulate (NVP) Subcommittee work together to ensure the utmost safety of patients and staff as well as the uninterrupted work environments of MGH employees, clinicians and health care workers. The Thrive Committee and NVP Subcommittee regularly convene to address any construction-related concerns before they become issues.

Working with McPhail Associates, Inc., a firm specializing in geotechnical and geoenvironmental engineering, a great deal of scientific planning has been conducted to minimize the levels of construction-related vibrations, which are a normal and expected element of any construction project. According to Bob Hoyler of McPhail Associates, vibration is measured in terms of velocity, and the generally accepted threshold of human perception of vibrations is a level of 0.02 inches per second – equivalent to riding in a car at about 0.001 miles per hour. To stay under a reasonable level of vibration that, although above the threshold of human perception, allows construction activities and the hospital environment to co-exist, MGH construction experts and consultants have established a maximum allowable vibration criterion of 0.375 inches per second – the equivalent to riding in a car at about 0.02 miles per hour.

Since demolition began, vibrations – as well as noise and dust levels – have been monitored 24 hours a day, seven days a week. Sophisticated seismographs are located in buildings at six locations around the construction site to measure vibration levels, as each building responds differently to vibrations depending on its structural systems, foundation designs and the types of soil on which it was built. When levels greater than one-half of the allowable limit are detected, members of the project design and construction teams automatically are notified, and construction staff members ascertain the source of the vibration and assess if alternative construction methods can be employed.

Vibrations can be expected throughout construction of the B3C, which is scheduled to be completed in 2011. With the Thrive Committee, NVP Subcommittee and consultants working together, individuals can be assured that all precautions are being taken and safety is paramount.

MGH staff and employees are encouraged to report any construction-related concerns at any time to the MGH Buildings and Grounds Call Center at (617) 726-2522. For more information about the B3C, visit *www.massgeneral.org/building3c.* ●

# Advance directive and health care proxy decisions

**In conjunction with** the inaugural National Healthcare Decisions Day, the MGH's Patient Care Services Ethics in Clinical Practice (EICP) and Patient Education Committees hosted a table in the Main Corridor April 16 to provide information about advance directives and health care proxies. The MGH joined 72 national and more than 300 state and local organizations in sponsoring National Healthcare Decisions Day, with the goal of encouraging patients to express their wishes regarding their health care and for providers and facilities to respect those decisions.

A health care proxy is a simple legal document that allows individuals to designate an "agent" to make decisions about their health care only when they are unable to do so themselves, due to unconsciousness, coma or other medical condition. The agent's decision has the same authority as the patient's and is honored over the wishes of others. Therefore, it is important for individuals to talk to their agents about what decisions they would like made in these circumstances.

"We hope that people will have thoughtful conversations about their health care decisions with their families or other possible caretakers," says Cynthia Lasala, MS, RN, clinical nurse specialist in Phillips House 20 and coach of the EICP committee. "Creating advance directives may help spare families and health care providers the struggle of making difficult health care decisions for their loved ones or patients."

MGH Patient Care Services has sponsored an advance directive information table for the past six years. This year, more than 500 information packets were distributed to patients, visitors and staff and contained information on advance care planning, a list of online resources and two Massachusetts health care proxy forms.

For more information about advance care planning efforts at the MGH, contact LaSala at *clasala@partners.org*, Taryn Pittman, MSN, RN-BC, at *tpittman@partners.org*; or Sharon Brackett, RN, BS, CCRN, at *sbrackett@partners.org*. For more information about National Healthcare Decisions Day, visit *www.nhdd.org*.

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**InfoBytes computer courses**
Partners Information Systems Training is offering the following one-hour InfoBytes training courses in Microsoft Office 2003: "Working with Charts in PowerPoint 2003" May 19, from 8:30 to 10 am; and "Word 2003: Using Reference Tools" May 19, from 10:30 am to noon. Both classes will be held at 165 Cambridge St., Suite 200. An optional half-hour of training will be available at the end of class for related exercises and one-on-one consultation. To register, visit *ibridge.partners.org* and select: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses. For more information, e-mail *istraining@partners.org*.

**Call for applications for Durant Fellowship**
Applications now are being accepted for the 2009 Thomas S. Durant, MD, Fellowship in Refugee Medicine, which is open to MGH health care professionals and staff who wish to serve refugee populations and victims of humanitarian disasters. To apply, send a curriculum vitae, two letters of recommendation (one must be from a current supervisor) and a one-page essay detailing how the fellowship fits with the applicant's career goals to Laurence Ronan, MD, at White 1003. The application deadline is June 6. For more information, contact Danica Mari at (617) 724-3874 or *dmari@partners.org*.

**Police and Security safety seminars**
MGH Police and Security will offer seminars covering travel and child safety and ID theft and scams on the following days: May 8, from 10 to 11 am; May 14, from 1 to 2 pm; and May 22, from 4 to 5 pm. All seminars will be held in the Yawkey Center, Room 10660. For more information, contact Matt Thomas at (617) 724-3838.

**Support Service Employee Grant applications available**
The MGH Training and Workforce Development Office now is accepting applications for the Support Service Employee Grants. The grant is open to eligible nonexempt employees working in clinical, technical, service and clerical positions. For a list of eligibility criteria or to download an application, visit *is.partners.org/hr/New_Web/mgh/mgh_training.htm*.

**Youth summer jobs programs**
Part-time summer employment is available for MGH departments through two youth job programs: Jobs for Youth and SummerWorks. Through these programs, students from James P. Timilty Middle School, East Boston High School and Health Careers Academy spend 25 hours per week at their job placement site, Monday through Friday, from June 30 to August 15. These programs are funded by MGH Human Resources and are available at no cost to departments. For more information about Jobs for Youth, contact Galia Wise at (617) 724-8326 or *gwise@partners.org*. For more information about SummerWorks, contact Dan Correia at (617) 724-6424 or *dcorreia@partners.org*.

## Help the MGH go green

**The MGH had a** special reason to celebrate this year's Earth Day. A team of Environmental Services Department staff, MGH administrators and the MGH Raising Environmental Awareness League (REAL), with support from MGH President Peter L. Slavin, MD, have launched a series of "green" enterprises, including a hospitalwide energy efficiency project, paperless billing program and plastics recycling service. These initiatives can dramatically reduce the hospital's environmental impact.

In honor of Earth Day, REAL also hosted two information tables April 22 and 23. Edwin Andrews, administrative manager of the Mallinckrodt General Clinical Research Center, and REAL members educated MGH staff, visitors and patients about current environmental issues and concerns.

In coming months, the REAL team will focus on increasing the recycling of paper, batteries and print cartridges and reducing energy usage throughout the hospital.

Below is a list of conservation efforts staff can make at the MGH:

- Conserve office supplies: Read files online and print double-sided.
- Set computers to enter sleep mode when not in use.
- Turn off unused lights.
- Use reusable dishware for meals.
- Recycle paper, cardboard, plastics, electronics, printer cartridges and batteries.
- Buy paper with recycled content, available through the Partners purchasing system.

For more information or to volunteer, contact Andrews at *ebandrews@partners.org*.

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David Avruch, staff writer, at (617) 726-8062;
Aldona Charlton, designer, at (617) 726-7539;
Julia Wang, intern, at (617) 643-3865;

by fax to (617) 726-7475;

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May 9, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**MGH BICENTENNIAL:** *Celebrating 200 years of history in 2011*

## *Start the presses: MGH history books in the works*

**As part of the** MGH's upcoming bicentennial celebrations in 2011, two books covering the hospital's history currently are being written. The first, which will serve as an authoritative history of the hospital from its founding to the current day, will examine many aspects of the MGH's evolution. The second book will tell the story of the MGH's people and voices through photographs and personal accounts.

Webster Bull, the founder of Memoirs Unlimited – the publishing company hired following a search process to research and write the books – is thrilled to take on the project. "I love history, and I love Boston," he says. "The story of the MGH is inextricably linked with that of Boston. In 1811, Boston was still a peninsula surrounded by water, and the MGH was the hospital for that little community. Now, it's a hospital for the world."

*(Continued on page 2)*

## Child's Play: A day of events for children at the MGH

**PLAYING DOCTOR:** *Young visitors enjoy the Children's Health Fair.*

**On May 2,** MGHers played host to some very special young guests during two hospital events: the Children's Health Fair and Take Your Children to Work Day. During the Children's Health Fair, which is presented by the MassGeneral Hospital *for* Children, more than 2,500 schoolchildren from Boston and surrounding areas visited interactive booths and displays to learn about nutrition, exercise, fire safety, heart health and more. The theme of the fair was "Cast Your Vote for Good Health," which aimed to teach children that their voices count when making decisions about their health.

During the Take Your Children to Work Day event, hosted by MGH Human Resources, children and parents spent the morning touring the hospital, visiting the Ellison 16 helipad, Police and Security's Dispatch Center and the construction site for the new Building for the Third Century. They also had the chance to participate in a role-playing exercise hosted by Leslie Strachan and Janet Loughlin of the Employee Assistance Program, a special relaxation session led by Laura Malloy of the Benson-Henry Institute for Mind Body Medicine at MGH and were treated to a presentation on shark biology and conservation by Daniel Badger of the New England Aquarium. Later that afternoon, the young "MGHers-in-training" visited the Children's Health Fair and ended their day with an ice cream sundae party.

# *MGH clinicians show their musical side*

MAKING BEAUTIFUL MUSIC TOGETHER: *The Longwood Symphony Orchestra*

**Established in 1982** by members of Harvard Medical School (HMS), the Longwood Symphony Orchestra (LSO) comprises musicians from the medical, academic, business and arts professions. Since its creation, the LSO has supported a number of health-related nonprofit organizations, raising more than $750,000.

MGH staff members who also are LSO musicians include: Tai Katzenstein, PsychD, of MGH Psychiatry; Read Pukkila-Worley, MD, of MGH Medicine; Daniela Krause, MD, of Clinical Pathology; Heidi Harbison Kimberly, MD, of Emergency Medicine; Michael Cho, MD, of Pulmonary and Critical Care Medicine; Susan Pauker, MD, of Genetics; and Lisa Wong, MD, of the MassGeneral Hospital *for* Children. HMS students who also are LSO members are Jennifer Chang, Michael Barnett, Sherman Jia, Amy Xu and Sandra Mong.

This summer the LSO will travel to London on a humanitarian mission to perform at a symposium called "Bridging the Atlantic: Artful Innovations in Cancer Care." The orchestra will be in London from June 22 through 29 and will participate in three full-length symphonic concerts to raise funds for a medical charity devoted to cancer care in the United Kingdom. A pre-tour concert will take place in Boston at the Granoff Music Center at Tufts University May 31 at 8 pm.

For more information about the LSO, access *www.longwoodsymphony.org.* ●

# – *Books to tell MGH history*

(*Continued from page 1*)

Much of the content of the book will be drawn from interviews with longtime MGH staff in addition to historical records, minutes of trustees meetings and archival material. "We're trying to capture the incredible sense of loyalty that attracts and keeps people at this place," says Bull. "Many of the hospital's leaders have watched the latest chapters of the institution's history unfold before their eyes."

Work on the books has been underway for several months, with a first draft scheduled to be completed this fall. Once compiled, the first book will be approximately 100,000 words in length. Says Bull, "I don't think even that will cover it."

A Bicentennial Book Advisory Committee, led by Paul Russell, MD, chairman of the MGH History Committee, and John Stoeckle, MD, of the John D. Stoeckle Center for Primary Care Innovation, is aiding Bull in navigating the nearly two hundred years worth of archival material. "This is a perfect time to take stock of our great hospital, and Webster Bull has already proven to be the talented and devoted person who can assume the important and interesting task of telling the full story of the MGH's accomplishments," says Russell. Adds Stoeckle, "This project, upon completion, will be a rich telling of our history."

For more information about the books or the bicentennial celebrations, contact Lynn Dale, director of Bicentennial Planning, Programming and Special Events, at (617) 726-0954 or *ldale@partners.org,* or e-mail *mgh2011@partners.org.*

## What does the MGH bicentennial mean to you?

**As the hospital prepares** to mark its bicentennial milestone in 2011, MGHers are invited to share their creativity to help define what the 200th anniversary means to the MGH community. Throughout 2011, MGH bicentennial messages (graphics, slogans) will appear in newsletters, books or other publications; advertisements and marketing materials; and at events and celebrations. Below are a few guidelines to consider in submissions:

- Answer the question: *What does the MGH bicentennial mean to you?*
- Try to limit ideas to a few words or short phrases.
- Consider using concepts from the hospital's mission and history, such as medical innovation, scientific discovery, teaching future clinicians and serving area communities.

To submit ideas, employees should e-mail *mgh2011@partners.org.* Submissions should include the employee's name, department and phone number.

MGH HOTLINE



# *Willard M. Daggett Cardiothoracic Research Scholarship*

**To stimulate** an interest in cardiothoracic research, Cary Akins, MD, of MGH Cardiac Surgery, and Douglas Mathisen, MD, of MGH Thoracic Surgery, have spearheaded an effort to establish the Willard M. Daggett Cardiothoracic Research Scholarship. A $10,000 scholarship will be awarded each year to a resident committed to cardiothoracic research during his or her general surgery residency. The aim of this scholarship is not only to encourage residents to pursue cardiothoracic research, but also to motivate them to consider careers in cardiothoracic surgery.

It is quite fitting for Willard "Bill" M. Daggett, MD, to be the central focus of the scholarship. During his 50-year MGH career, Daggett has mentored hundreds of trainees and established the Laboratory of Surgical Cardiovascular Physiologic Research. Within his lab, Daggett fostered an inquiry-driven approach in a collegial, nonjudgmental setting that allowed trainees to develop personally and professionally.

Daggett's creative philosophy paved the way toward pivotal discoveries that led to the design of new surgical techniques in heart transplantation and complex cardiac surgical repairs. As one previous trainee says, "Bill's influence on those who have passed through the MGH is huge, and the number of young men and women who owe him a great debt are many." Daggett is humbled and energized by the intent of the new scholarship program, and the Cardiothoracic Division leadership looks forward to carrying on Daggett's tradition of inspiring trainees.

Efforts are underway to create an endowed fund that will sustain the new Willard M. Daggett Cardiothoracic Research Scholarship into the future. For more information, contact Melissa King of the Development Office at (617) 643-0466 or *mgking@partners.org*.

*Daggett*

*Reardon*

## MGH Revere Community Health Day

**On April 29,** the MGH Revere HealthCare Center celebrated its eighth annual Community Health Day, a celebratory and educational event for health care professionals in the Revere community. The day's keynote address was given by Ronald Kleinman, MD, physician-in-chief at MassGeneral Hospital *for* Children, who shared the latest research and advances in the field of children's nutrition. The festivities also included the presentation of the MGH Revere Community Health Award to Revere Chief of Police Terrance Reardon, who was honored for his outstanding commitment to promoting positive change in the Revere community.

# *MGH Palliative Care Symposium*

**As one of the** first academic palliative care programs in the United States, the MGH Palliative Care Service offers a number of services to help patients and their families live as well and as fully as possible when faced with a life-threatening illness. An afternoon symposium on "The Future of Palliative Care" was held for MGH staff and former palliative care fellows April 24 in honor of the service's 12th anniversary.

Approximately 85 attendees heard from nationally recognized palliative care experts on the history and future of palliative care. Speakers included Diane Meier, MD, director of the Center to Advance Palliative Care and director of the Lilian and Benjamin Hertzberg Palliative Care Institute at Mount Sinai School of Medicine; Eric Cassell, MD, a national leader in patient-physician communication; and Charles von Gunten, MD, PhD, provost of the Center for Palliative Studies at San Diego Hospice and Palliative Care.

J. Andrew Billings, MD, director of the MGH Palliative Care Service, commented, "We have been fortunate to enjoy such support from our clinical colleagues and the hospital administration in building this innovative program. We have become a national model for a specialized service and in not limiting palliative care to the last days or weeks of life. Foremost, the staff has recognized how favorably patients and their families respond to such a service, how we support clinicians and make their lives easier and how we significantly improve the quality of care here."

Working in collaboration with primary care physicians or specialists, the MGH Palliative Care Service assists patients and their families with pain and symptom control, emotional and spiritual support, establishing goals of care and advance care directives, and planning for care after hospitalization. The service also provides inpatient hospice admissions, outpatient visits, a Cancer Pain Clinic, home visits and bereavement follow-up. Patients and their families are seen at all stages of a life-threatening illness.

The Palliative Care Service welcomes hospital and outpatient referrals, as well as requests for information from health care providers, patients and family members. For more information, call (617) 724-9197. ●

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MGH HOTLINE



## WHAT'S HAPPENING

***The Scientist* award celebration**
In honor of the MGH's recent designation as the Best Place to Work in Academia by *The Scientist* magazine, all MGH employees are invited to attend the following celebrations: May 13, from 4 to 5:30 pm in the Simches Research Center, Plaza Café, third floor; and May 21, from 4 to 5:30 pm at CNY, Building 149, middle foyer. For more information, e-mail *mghhrevents@partners.org*.

**MGH Building and Grounds Call Center is open 24/7**
MGH staff and employees are encouraged to report any construction-related concerns such as noise, dust or vibrations at any time to the MGH Buildings and Grounds Call Center at (617) 726-2422.

**Memorial services for John S. Barlow, MD**
In honor of John S. Barlow, MD, a former member of the MGH Department of Neurology who died Feb. 15 at 87, the MGH will hold a memorial service May 14, from 1 to 2:30 pm in the MGH Chapel on Ellison 1. A memorial also will be held May 31 at 2 pm at the Harvey Wheeler Community Center, 2176 Main St., West Concord, Mass. For more information, call Sibylle Barlow at (978) 369-9299.

**Center for Global Health seminar**
The MGH Center for Global Health will sponsor "Climate Change and Global Health" May 15, from 5 to 6:30 pm in the O'Keeffe Auditorium. Bianca Jagger, goodwill ambassador for the Council of Europe and chair of both the World Future Council and the Bianca Jagger Human Rights Foundation; and Paul R. Epstein, MD, MPH, associate director of the Center for Health and the Global Environment at Harvard Medical School, will be the guest speakers. For more information, contact Roy Ahn at *rahn@partners.org*.

**Wellman Center lecture**
The MGH Wellman Center for Photomedicine will host "Ultraintense Laser-Produced Radiation Sources for Biomedical Applications" May 13, from 2:15 to 3:15 pm. A coffee reception will begin at 2 pm. Sudeep Banerjee, PhD, of the Department of Physics and Astronomy at the University of Nebraska, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**Bike injury prevention event**
MGH Physical Therapy Services will host a bicycle injury prevention event May 13, from 7 to 9 am at the MGH bike cage and 10 am to 2 pm in the Main Corridor. Materials on bike fit, biking injury prevention and exercise will be available. For more information, contact Garth Savidge at (617) 643-0910 or *gsavidge@partners.org*.

**Acromegaly Patient Education Day**
The MGH Neuroendocrine Unit will host an Acromegaly Patient Education Day May 30, from 9 am to 4 pm at the Holiday Inn, 5 Blossom St., Boston. The event will offer patients and families an opportunity to learn about acromegaly and advances in treatment. For more information or to register, call Crystal Huggins-Robinson at (617) 726-3870.

**ED Nursing Career Expo**
An Emergency Department (ED) Nursing Career Expo will be held May 14, from 1 to 4 pm in the Haber Conference Room for nurses with recent acute care, emergency room or intensive care unit experience. Interested applicants should apply to job ID #2175564 at *www.mghcareers.org* prior to the event. For more information or to register for the expo, contact Michele Andrews at (617) 724-6052 or *mandrews3@partners.org*.

**Nicholas Zervas Lecture**
The ninth annual Nicholas T. Zervas, MD, Lecture, "Growth Hormone Deficiency; the Scarlet Pimpernel of Hormone Deficiencies," will be held May 20 beginning at noon in the Ether Dome. Stephen M. Shalet, MD, BSc, FRCP, MBBS, professor of Endocrinology at Christie Hospital in Manchester, England, will be the guest speaker. For more information, call Ivy Babbitt at (617) 726-9036.

**Police and Security 40th birthday information tables**
This year, MGH Police and Security is celebrating its 40th birthday, and in honor of this milestone, the department will host information tables May 12, from 7 am to 3 pm in the Main Corridor; May 13, from 10 am to 2 pm at the Chelsea and Revere HealthCare Centers; and May 15, from 9 am to 3 pm at CNY. Police and Security staff will be available to share information about the department's history and services and answer security and safety questions. For more information, contact Jennifer Goba at (617) 724-3036.

## IN GENERAL

**Allan Walker, MD**, director of the Mucosal Immunology Laboratory at MassGeneral Hospital *for* Children, has been named the winner of the Macy-Gyorgy Award by the International Society for Research in Human Milk and Lactation. The biannual award honors senior scientists who have been recognized internationally for outstanding contributions to the study of human milk and lactation and whose papers have appeared in leading peer-reviewed journals. Among his accomplishments, Walker is widely recognized as a pioneer in mucosal immunology, a study in the natural defenses in the human intestine against allergy and infection.

**Submit news tips and story ideas to the *MGH Hotline***

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May 16, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Simply the best: The MGH celebrates Nurse Recognition Week*

**Nurse Recognition Week** is a time to celebrate the practice and dedication of the MGH's more than 4,000 nurses. Whether caring for patients at the bedside or conducting leading-edge studies to advance nursing practice, MGH nurses are committed to providing the best possible patient care.

This year's "Celebrating Teamwork" events included presentations by national and MGH nursing leaders to honor the advances in practice and compassionate care within the MGH nursing community. A breakfast for staff nurses kicked off the week May 4. The following day nursing staff heard an entertaining behind-the-scenes view from two authors of the original study that led to the American Nurses Credentialing Center's Magnet Recognition Program. On May 6, a luncheon was held under the Bulfinch Tent to honor MGHers who have served in the military. Michael Grasso, RN, staff nurse in the Emergency Department and a recent Iraq veteran, was the event's guest speaker. Diane Carlson Evans, RN, founder and president of the Vietnam Women's Memorial Foundation, and Mary "Edie" Meeks, RN, CNOR, a board member of the foundation, shared their own Vietnam War nursing experiences during a poignant talk later that afternoon.

**NURSING HONORS:** *Bruschi, left, shares his experiences at the MGH with Ives Erickson and event attendees.*

May 7 was Nursing Research Day, and scientific sessions were held throughout the morning highlighting current MGH nursing research. The afternoon featured Nancy S. Redeker, RN, PhD, professor and associate dean for Scholarly Affairs at Yale University School of Nursing, who presented thought-provoking research on sleep deprivation of patients in acute care settings. This was followed by the dedication and ribbon-cutting of the Yvonne L. Munn Center for Nursing Research, where the guest of honor, former Chief of Nursing Yvonne L. Munn, RN, was surrounded by many of her colleagues and past and present MGH leadership. Remarks were given by Terry Fulmer, RN, PhD, FAAN, who holds an appointment at the Munn Center and is the head of New York University's Division of Nursing in the Steinhardt School of Education.

On May 8, Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient

*(Continued on page 2)*

## MGH nurse honored by *Boston Globe*

**In her role** as a case manager in the MGH Cardiac Intensive Care Unit (CICU), Janice Tully, RN, stands by her patients every step of their stay at the MGH. Deeply committed to the needs of her patients, Tully manages the course of their care, coordinates treatment plans, collaborates with the entire care team and arranges follow-up after discharge. Helping countless patients during her 32-year career – 27 of them at the MGH – Tully's dedication has not gone unnoticed. On May 4, she was one of four featured nurses in the *Boston Globe's* annual "Salute to Nurses" publication.

*Huber, left, and Tully*

Tully's supervisor Laura Huber, team leader for Case Management, nominated Tully for the honor, saying "to know Janice is to know that nothing is impossible when it comes to meeting the needs of her patients." For her part, Tully attributes much of her success to the support of her CICU colleagues. "I am very fortunate to be a part of the CICU team and the cardiac step-down unit, and I am most appreciative to have a supervisor like Laura who took the time to write this nomination. The MGH's supportive leadership also has truly helped me to grow as a nurse."

On May 8, Tully joined her nursing colleagues from throughout the region at the Boston Harbor Hotel for a special celebration recognizing all of this year's honorees.

## A path to success

**Nine years ago,** Yolanda Eaton was an unemployed single mother raising her then 4-year-old daughter and living in a shelter run by the Pine Street Inn. Today, she enjoys a successful career as a clinical laboratory assistant in the MGH Core Lab and shares a comfortable Dorchester apartment with her now teenage daughter. Among the resources Eaton used on her path to success was the job readiness program Project RISE (Reaching Individuals Striving for Success), sponsored by the Partners Community Benefit Program. On April 1, she shared her experiences with the program at a Pine Street Inn event at the Park Plaza Hotel.

Eaton first learned of Project RISE – the precursor to today's Partners Career and Workforce Development (PCWD) pre-employment program, which began in 2003 – in 1999 after noticing an announcement at a local agency on a bulletin board. She immediately signed up for the seven-week program, completing training in resume writing, interview skills, workplace etiquette, computer programs and other employment readiness skills. Upon completion of the course, Eaton landed a position in the MGH Core Lab, the position she holds to this day. Today, the PCWD program has expanded to include an internship component, and Eaton recently volunteered to mentor a new intern with the support of her supervisor, Patricia Hopewell.

**SHARING THE JOY:** *Eaton with Boston Mayor Thomas M. Menino*

For more information about PCWD, visit *www.partners.org/pcwd.*

## — Simply the best

*(Continued from page 1)*

Care and chief nurse, presented her annual address to nurses. She noted that "Nurse Recognition Week is a time to pause and reflect upon the important contributions that nursing brings to clinical care, research and education at the MGH." She described MGH "Teams that Work" with photos and videos of MGH nursing teams exemplifying integrity, dedication, skill and innovation. The presentation concluded with a surprise guest appearance from Tedy Bruschi of the New England Patriots. Bruschi shared his first-hand experiences as an MGH patient, commenting on how both the MGH and Patriots place great value and emphasis on teamwork. He also noted that his MGH nurses provided a knowledgeable, compassionate and human dimension to his time at the hospital.

The week concluded with a display of MGH nursing research and a party held at the Museum of Science in honor of MGH nurses.

## Small changes lead to big results in the SCTO

**Two years ago,** the MGH Center for Sarcoma and Connective Tissue Oncology (SCTO) was experiencing problems in two practice areas: long patient wait times and appointments running over their allotted time. On average, patients were waiting up to an hour to see a physician, and sessions often ran late. These delays were due to the complex and coordinated care requirements of SCTO patients, who often see two to four multidisciplinary providers during each of their MGH visits.

Because the SCTO team is dedicated to providing the very best MGH experience to all of its patients, center staff sought strategies to improve these areas. Francis Hornicek, MD, PhD, co-director of the SCTO, contacted MGH Ambulatory Consulting (AC) to explore ways to address these problems.

Working with AC staff, including Christine Primiano, MS, MBA, director; Ali Spray, practice consultant; Liz Fearing, corporate team leader for MGH/MGPO Ambulatory Care Systems; and Deidre Donovan, application analyst, the SCTO team began analyzing the issues and piloting process changes. Steps included standardizing administrative operations, applying the computerized scheduling program in new ways and engaging the entire team toward a common vision. Support from department leaders, including David Gaynor, executive director of MGH Orthopaedics, and Harry Rubash, MD, chief of MGH Orthopaedic Surgery, was also crucial in the effort's success. By implementing these changes, the center experienced dramatically different results in just one year – patient wait times decreased to an average of 20 minutes, and sessions ran long only 44 percent of the time and for no more than 30 minutes.

Recently, AC had the opportunity to present this success story at the Institute for Healthcare Improvement's (IHI) ninth annual International Summit in Texas. Based in Cambridge, Mass., the IHI is a nonprofit organization dedicated to the improvement of health care systems and operations.

For more information about AC, contact Primiano at *cprimiano@partners.org.*

MGH HOTLINE

**A MESSAGE OF HOPE:** *Jodi and Michael Sampson, MGH and MGH/C patients*

# *A mother learns from her son*

**When 2-year-old** Michael Sampson was diagnosed with a brain tumor, his mother, Jodi, thought the worst had come. But only three years after Michael was declared cancer-free – following five years of treatment at the MassGeneral Hospital *for* Children's (MGH/C) Pediatric Hematology-Oncology Unit under the care of Dave Ebb, MD – Jodi received news that would shock her and her family once again: She now had breast cancer.

"I thought that we'd already been there and done that," she says. "I couldn't believe our family was hit by cancer again." But Jodi found the strength and courage to tackle her illness after witnessing her young son's strength and spirit through his own cancer journey.

Like Michael, Jodi underwent cancer treatment at the MGH. In a twist of fate, Michael's nurse Sheila Brown, RN, had transferred to an adult unit and ended up caring for Jodi as well. "It was really comforting when I walked in to receive my first radiation treatment to see a familiar face," Jodi says. "Sheila took great care of Michael, and I trusted her. I knew that she would take care of me." In addition, Jodi's sister, Anne Macmillan, RN, works in the MGH Surgical Unit and often served as an additional support for her.

Under the care of Barbara Smith, MD, of MGH's Gillette Center for Breast Cancer, Jodi's health has dramatically improved, and she has been determined to create something positive from her and her family's experiences. To help others with cancer, she established a website at *www.standwithjodi.com* to share the information that she has learned throughout the years, including nutrition and exercise advice, networking tips and spiritual passages for encouragement. "I wanted to produce a website to let others know there is always hope," she says. "If you have faith and the right people motivating you, you can successfully go through anything life may throw your way."

Today, Jodi, who also has two teenage daughters, Jordan and Kaitlin, doesn't feel the need to ask why she and her family were dealt this hand. Instead, she is determined to take what she has learned to help others however she can. ●

## MGH Back Bay celebrates 10th anniversary

**In May 1998,** the MGH acquired Boston Evening Medical Center (BEMC) and renamed the facility MGH Back Bay. Founded in 1927 by Morris Cohen, MD, BEMC had a long and distinguished history of providing services to community workers and residents. Although the neighborhood and practice have seen dramatic changes in the past decade, MGH Back Bay consistently provides quality health care services to individuals in the Back Bay community.

With five internal medicine/pediatric physicians and one family practitioner, MGH Back Bay offers a family-practice model of care in a quiet and supportive atmosphere. Medical Director Joseph Gesmundo, MD, says of the practice, "We provide comprehensive care to all members of the community from newborns to seniors and serve as a gateway to the larger MGH. We have embraced technology, process improvement and practice redesign in an effort to provide quality care in an efficient and friendly manner."

In celebrating 10 years, MGH Back Bay has planned a week of events from May 19 through 23. Events will include "A Walk across the World" walking challenge, a skin safety day, a kid's activities day, a relaxation day with chair massages, and health and wellness education.

Located at 388 Commonwealth Ave. near Massachusetts Avenue, MGH Back Bay is easily reached by car and public transportation. The Hynes Convention Center stop on the Green Line is the closest subway stop. For more information, e-mail Lisa Brugnoli-Semeta, RN, at *lbrugnolisemeta@partners.org.*

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MGH HOTLINE



## WHAT'S HAPPENING

**Mass Health Data Consortium conference**
The Massachusetts Health Data Consortium will host its 30th annual conference, "Looking Ahead to the Next 30 Years in Healthcare" June 6, from 8 am to 4 pm at the Westin Waltham Hotel. James J. Mongan, MD, president and chief executive officer of Partners HealthCare, will be among the featured guest speakers. Discounted member rates of $250 are available for MGH employees. For more information or to register, visit *www.mahealthdata.org*.

**CIMIT poster competition**
CIMIT will host a poster competition during the CIMIT Innovation Congress 2008 to be held Oct. 28 and 29. The competition is open to students, postdoctoral fellows and staff investigators affiliated with an academic medical center. The following prizes will be awarded: innovative research, $1,500; potential for patient benefit, $1,000; and best student poster, $500. The submission deadline is July 31. For more information, visit *www.cimit.org*.

**Steps to Success seminars**
MGH Training and Workforce Development will offer the following Steps to Success seminars: "Session One: The Journey from Job to Career," May 22, from 1 to 2 pm in the Yawkey Center, Room 10640; and "Session Two: Planning and Paying for College" May 29, from 1 to 2 pm in the Yawkey Center, Room 2230. For more information or to register, e-mail *mghtraining@partners.org*.

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following events: hypertension screenings May 19, from 1:30 to 2:30 pm at the West End Senior Center, Suite 9, Lomasney Way; an MGH history tour May 20, from 1 to 2:30 pm; and a lecture, "Identity Theft and How to Avoid It" May 22, from 11 am to noon in the Haber Conference Room with guest speaker John Driscoll of MGH Police and Security. Registration is required for the history tour. For more information or event registration, call (617) 724-6756.

**Melanoma lecture series**
The MGH Melanoma Center will offer "Screening, Early Detection and Trends in Melanoma," June 3, from 9 to 10 am in the Simches Research Center, Room 3110. Alan C. Geller, RN, MPH, of Boston University School of Medicine and Public Health, will be the guest speaker. Refreshments will be served at 8:30 am. For more information or to obtain a temporary ID badge to enter the Simches Research Center, contact Brie Trefrey at *btrefrey@partners.org*.

**Childhood and adolescent obesity lecture**
The MassGeneral Hospital *for* Children (MGH*f*C) will present "Super Size Me: The Serious Consequences of Childhood and Adolescent Obesity" May 21, beginning at 6:30 pm at the Daniel Webster Inn, 149 Main St., Sandwich Village, Mass. Rima Fawaz, MD, and Mary Etta King, MD, both of the MGH*f*C, will be the guest speakers. CME credit is available. For more information or to register, call (617) 643-1919 or e-mail *kidsmgh@partners.org*

**Wellman Center lecture**
The Wellman Center for Photomedicine will host "Protein Expression and Subcellular Localization Profiling of Cancer Cells by Dissociable Antibody MicroArray (DAMA) Staining Technology" May 20, from 2:15 to 3:15 pm in the Thier Conference Room. Wayne Zhou, PhD, of the Department of Biological Sciences at Louisiana State University, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**Community Benefit event honoring new MGH mission**
The MGH Community Benefit Program will sponsor an event celebrating the new MGH mission June 3, from noon to 1:30 pm in the Bulfinch Tent. Peter L. Slavin, MD, MGH president, will host the event, John Auerbach will be the guest speaker and David Satcher, MD, PhD, former U.S. surgeon general, will serve as keynote speaker and will discuss "The Role of Academic Medical Centers in Improving Community Health." For more information, contact Alys Myers at *amyers6@partners.org*.

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## IN GENERAL

**Susan Krupnick, MSN, APRN, BC, CARN,** a psychiatric clinical nurse specialist and adult nurse practitioner for addictions consultation in the MGH Emergency Department, has been named the recipient of the Excellence in Nursing Practice Award from the Massachusetts Association of Registered Nurses (MARN). The award recognizes MARN members who provide outstanding clinical practice as a direct care provider. Krupnick was honored at an awards ceremony April 25.

**David N. Louis, MD,** chief of MGH Pathology, has been named the president of the American Association of Neuropathologists (AANP), a more than 800-member organization dedicated to advancing the science and practice of neuropathology. During the past 75 years, four MGH senior faculty members also have served as president of the AANP: Stanley Cobb, MD, former chief of Psychiatry; Raymond Adams, MD, former chief of Neurology; E.P. Richardson Jr., MD, former director of Neuropathology; and E. Tessa Hedley-Whyte, MD, former director of Neuropathology.

May 23, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *MGH nursing excellence recognized at Nursing Spectrum gala*

**MGH Nursing** celebrated a big night May 13 at the annual *Nursing Spectrum* Nursing Excellence Gala in Burlington, Mass. Donna Perry, RN, PhD, professional development coordinator for the Institute for Patient Care at MGH, was named the New England regional winner of the Excellence Award in the Community Service category. Katie Brush, RN, MS, CCRN, FCCM, who had served as clinical nurse specialist in the Surgical Intensive Care Unit (SICU), was honored posthumously for her pioneering contributions to patient safety and the nursing profession. Six other MGH nurses were honored as New England finalists in their respective categories.

**REGIONAL REWARD:** *Perry, right, with Melyni Serpa, general manager of Gannett Healthcare Group*

PHOTO: WINSLOW MARTIN

In addition to her role at the Institute for Patient Care, Perry also is an associate nurse scientist in the Yvonne L. Munn Center for Nursing Research; professional development coordinator for MGH's International Nurse Consultant Program; and co-director of the Thomas S. Durant Fellowship for Refugee Medicine. Among her many professional accomplishments, Perry has orchestrated educational exchange programs for more than 400 nurses from 30 different countries and has contributed to the development of the nursing service for a new specialized pediatric hospital being built in Iraq – the first new hospital built in the country in more than 25 years.

Susan Tully, RN, BSN, MGH SICU nursing director, accepted a plaque honoring the memory and lasting impact of Brush – her friend and former colleague. Tully referenced Brush's many contributions to the profession of nursing, including her mentorship, clinical expertise, intellect, vision and humor.

Six MGH nurses honored as regional award finalists were Sharon Brackett, RN, BS, of the SICU; Sheila Burke, RN, MSN, of the Norman Knight Nursing Center for Clinical and Professional Development; Edward Coakley, RN, MEd, MA, MSN, of the Center for Innovations in Care Delivery; Sheila Davis, MSN, RNCS, ANP, of MGH's Division of Infectious Diseases; Chris Graf, RN, PhD, of

*(Continued on page 2)*

## Women celebrated as role models for healthy, vibrant lives

**HEALTHY WOMEN:** *From left, Florence Mercurio with her granddaughter LeeAnn Mercurio and Marshall*

**Six area women** were honored by the MGH as role models for good health at the seventh annual "Celebrating Women: Leading a Healthy, Vibrant Life" event May 1 at the Charlestown Navy Yard. Presented by MGH Community Health Associates and the MGH health centers, the celebration was emceed by Mallika Marshall, MD, a physician at the MGH Chelsea HealthCare Center and medical reporter for CBS-TV 4, and featured Melissa Wood, MD, of the MGH Women's Heart Health Program, as the keynote speaker.

Selected by their local MGH community health centers, the honorees were Jean Chapman of Chelsea, Roberta Schofield of Charlestown, Elizabeth McNeil of Everett, Florence Mercurio of Revere, Cheryl Dalessio of Winthrop and Marilyn Frissora of the North End. During the ceremony, young women from the community introduced each of these awardees, sharing personal reflections on how their examples could inspire others to lead healthy lives. Special recognition also was given to the Zonta Club of Chelsea and Nancy Frattaroli, owner of Artú Restaurants, for their support of local women through their work and community spirit.

# *Discussing mental health disparities in the API community*

**As part of the** MGH's inaugural celebration of Asian Americans and Pacific Islanders (API) Heritage Month, the Association of Multicultural Members of Partners (AMMP) hosted a special forum May 8 in the Trustees Room featuring Ed K.S. Wang, PsyD, director of the Massachusetts Department of Mental Health Office of Multicultural Affairs. Wang presented information about mental health disparities in the API community and led a thought-provoking discussion about strategies for addressing this issue.

According to Wang, some groups of Asian Americans have higher suicide rates than the national average, and Asian-American women have the highest suicide rates among women 65 and older. He also described how many Southeast Asian refugees suffer from post-traumatic stress disorder (PTSD) associated with traumas experienced before and after immigration to the United States. Nearly 70 percent of Southeast Asian refugees receiving mental health care met diagnostic criteria for PTSD. Nearly half of Cambodian adolescents who had survived concentration camps during the Pol Pot regime experienced PTSD, and 41 percent suffered from depression 10 years after leaving Cambodia.

**REDUCING API DISPARITIES:** *From left, Shea Sherrod Asfaw, chair of AMMP; Wang; and Nguyen*

"With education, understanding and community collaboration, we can begin to address not only mental health disparities but also overall health care disparities in the Asian and Pacific Islander communities," says Wang.

API month will culminate with a celebration for MGH staff and employees May 30 under the Bulfinch Tent, featuring speakers and a variety of cultural dance groups. For more information, contact Natalie Nguyen, administrative fellow, at (617) 724-4136 or *ncnguyen@partners.org.* ●

**IN PRAISE OF WORK:** *From left, Rosenbaum and Bringhurst*

# *MGHers celebrate Scientist designation*

**The Plaza Café** at the Richard B. Simches Research Center overflowed with MGHers on May 13 for the Best Place to Work in Academia celebration. The event was one of two receptions celebrating the distinguished honor bestowed upon the MGH by *The Scientist,* a magazine for life science professionals. A second reception was held at CNY, Building 149 on May 21.

*The Scientist* has conducted the Best Places to Work in Academia reader survey for the past five years. More than 2,000 readers responded to the 2007 survey to develop the list of the top 40 U.S. institutions and top 15 international institutions. Of those 40 U.S. institutions, the MGH was ranked first.

Richard Bringhurst, MD, senior vice president for MGH Research, and Jerrold Rosenbaum, MD, chair of the Executive Committee on Research (ECOR) and chief of Psychiatry, gave remarks at both receptions, praising the outstanding dedication and many contributions of the MGH research community that made *The Scientist* recognition possible.

"I personally am very proud of this honor from *The Scientist* magazine," said Bringhurst at the event. "Since joining the hospital in 1974, it has been a privilege to be a part of the MGH research community. Our investigators are the reason why the MGH continues to be a national leader in conducting cutting-edge medical research."

Rosenbaum noted that the MGH scored particularly high in the area of effective and supportive management. "Placing such high value on our administration structure validates the role ECOR plays in ensuring our scientists have the resources and support needed to keep the MGH at the forefront of pioneering research," he said. "We are committed as an employer to continue to offer this support and find even more ways to improve our programs that help our research staff continue to make a difference in the scientific community at large." ●

# – *Nursing Spectrum*

*(Continued from page 1)*

the Yvonne L. Munn Center for Nursing Research; and Keith Perleberg, RN, MDiv, of the Patient Care Services Office of Quality and Safety.

Each year, *Nursing Spectrum* recognizes the significant contributions made by nurses across the country. Nurses are nominated in six categories – Advancing and Leading the Profession, Clinical Care, Community Service, Management, Mentoring and Teaching. Five finalists are selected in each category and eventually one overall winner becomes eligible for National Nurse of the Year honors.

"These nurses are wonderful representatives of the true spirit and excellence of thousands of MGH nurses," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. "I congratulate them for their remarkable dedication, teamwork and compassion to patients and patient families, the nursing profession and the MGH." ●

MGH HOTLINE



# *Honoring MGH organ and tissue donors and families*

**The MGH and** New England Organ Bank (NEOB) together hosted Celebrate the Gift of Life May 4. Nearly 100 people attended the event that was held to honor individuals instrumental in organ and tissue donation at the MGH. Guests of honor included MGH organ donors, families of deceased MGH organ and tissue donors from 2007, along with the many staff members involved in organ and tissue donation.

Following remarks by Jay A. Fishman, MD, MGH Transplant Center associate director, and Richard Luskin, NEOB chief executive officer, several patients shared their unique transplant stories, including Betty Harrington, who received a double lung transplant in 1991 and later received a kidney from her son – a living donor. Today, both Betty and her son are leading healthy lives.

On display at the reception was a series of posters designed by students from Blue Hills Technical High School in Canton. The class had created the displays to increase awareness of organ and tissue donation. The top six posters had been selected by NEOB and were displayed at the MGH in April – National Donate Life Month.

For more information about the Transplant Center, contact Greg Hamann, administrative director, at (617) 724-8839. ●

**GIFT OF LIFE:** *From left, Nancy Erhard, mother of an organ donor, and former MGH Transplant Center patients Francis Gilroy and Harrington.*

# Making medications safer with EMAPPS

**With medication errors** a growing concern for health care organizations across the country, the MGH is implementing a critical new online system to electronically link the ordering, approval, dispensing, administration and documentation of medications. Commonly referred to throughout the health care industry as a "closed loop system," the MGH's new system is called the Electronic Medication Administration Process for Patient Safety (EMAPPS) and aims to enhance patient safety by confirming accurate medication administration and decreasing the number of medication errors at the hospital.

### What is EMAPPS?

EMAPPS involves the electronic communication of several different applications: Provider Order Entry (POE) and Chemotherapy Order Entry (COE), automated systems to place medication orders; Sunquest Pharmacy, the MGH Pharmacy's system for medication orders to be approved and dispensed; and the electronic medication administration record (eMAR), which involves barcoding and scanning medications, patient wristbands and employee ID badges to document medication administration. POE and COE have been used at the MGH since 1998, and their interface with Sunquest will launch in June. An interface to automated dispensing machines (ADMs) on MGH units is planned for September. The final step in EMAPPS, the implementation of eMAR, is expected to begin in March 2009 and will roll out throughout the hospital over a 10-month period.

### How are medications ordered and administered without EMAPPS?

Currently, medication orders are first entered into POE/COE by a prescriber, and then printed in the Pharmacy for review by a pharmacist. Once the order is approved, a pharmacy technician must then enter the request by hand into Sunquest. A pharmacist then verifies that the medication has been correctly entered and approves the request. At this point, the order must be manually transcribed onto the patient's medication sheet by either an operations associate or nurse and then reviewed once again for accuracy. The medication is then sent from the Pharmacy or is made available in the ADM for administration. There is no way to electronically confirm that the medication ordered is actually the one being administered to the patient.

### How will EMAPPS be different?

In the current process, there are several points where errors could occur – for example, a pharmacy technician could accidentally enter the wrong medication into Sunquest, increasing the likelihood that the patient will receive the wrong drug. By automating the process, EMAPPS will greatly reduce the potential for dangerous mistakes to occur by having orders electronically flow from POE/COE to Sunquest and then to eMAR. Once a medication is ordered in POE/COE, a pharmacist covering a specific patient care unit will review and approve it in Sunquest, eliminating the need for manual entry of the order. The unit's ADM will then be triggered to release the appropriate drug, a process called "profiling," while a certain percentage of medications will continue to be sent directly from the Pharmacy. Both the medication and the patient's wristband will be bar-coded and electronically matched through EMAPPS. If the barcodes do not match, the clinician will receive an electronic warning and be prompted to review the order again. For the final step, the clinician must then scan his or her ID badge to document the administration. Paper medication administration sheets will no longer be needed.

For more information about EMAPPS, contact Rosemary O'Malley, RN, at (617) 726-9633 or *romalley@partners.org*.

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MGH HOTLINE



WHAT'S HAPPENING

**Ernest M. Haddad Lecture**
The MGH Institute of Health Policy will host the annual Ernest M. Haddad Lecture in Law and Ethics May 29, from 8 to 9 am in the O'Keeffe Auditorium. Guest speaker Robert Blendon, ScD, professor of Health Policy and Political Analysis at Harvard School of Public Health and professor of Health Policy and Political Analysis at Harvard Kennedy School, will present, "Health Care in the 2008 Election." For more information, contact Anne Belmonte at (617) 724-7482 or *abelmonte@partners.org.*

**Lecture on infection control**
The MGH Clinical Research Program is sponsoring "Infection Control Principles and Practice in Clinical Research" June 5, from 9 to 10 am in the Simches Research Center, Room 3120. Paula Wright, RN, director of the MGH Infection Control Unit, will discuss standard precautions and infection control practices when handling specimens or performing phlebotomy. This lecture qualifies for the mandatory infection control initial training or annual retraining for clinical research nurses, coordinators and study staff who handle human specimens. Breakfast will be served beginning at 8:45 am. To register, visit *hub.partners.org/catalog.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

**Industrial clinical trials seminar series**
The MGH Clinical Research Program and the Department of Radiology are offering a seminar series, "The What Is/How To's of Industrial Clinical Trials" June 3, 10 and 17, from 2:30 to 4 pm in the Simches Research Center, Room 3120. The series will help participants successfully navigate the industrial clinical trials landscape and manage site visits. To register, visit *hub.partners.org/catalog.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

**Collins Lecture Series**
As part of the Collins Lecture Series, the MGH Department of Radiation Oncology will host "Potential Clinical Gains by Proton and Carbon Ion Beam Therapy" May 23, from 5 to 6 pm in the Haber Conference Room. Herman D. Suit, MD, DPhil, of Radiation Oncology, will present. For more information, call Julie Finn at (617) 724-1155.

**Clinical pastoral education fellowships available**
The Kenneth B. Schwartz Center and the MGH Department of Nursing are accepting applications for the 2009 MGH Clinical Pastoral Education Program for Healthcare Providers. The fellowships are open to clinicians from any discipline who work directly with patients and families or staff who wish to integrate spiritual caregiving into their professional practice. The program is part-time and runs from Jan. 12 through May 21, Mondays from 8:30 am to 5 pm. Additional hours are negotiated for a clinical component. The application deadline is Sept. 2. For more information, call Rev. Angelika Zollfrank at (617) 724-3227.

**Children's safety seminar**
The Partners Employee Assistance Program will offer a "Keeping Your Kids Safe" seminar May 28, from noon to 1 pm in the Thier Conference Room. John Driscoll of MGH Police and Security will discuss strategies to maintain a safe environment for children. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

## Submit news tips and story ideas to the *MGH Hotline*

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by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

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## Blood drive winner announced

**After six weeks** of intense competition, a winner has been declared in the MGH Blood Donor Center's first "Put 'Em Up" vs. "Fix 'Er Up" Police and Security versus Buildings and Grounds Blood Donor Challenge. The Buildings and Grounds team, led by Chris Sorrento, emerged victorious with more than 25 percent of its employees donating during the contest. The challenge, however, came down to the wire – the Police and Security team, coordinated by Tom Murphy, tallied an impressive 22 percent participation rate by the end of the competition. Overall, more than 120 employees from both departments participated in the challenge, which was held between March 10 and April 30.

"The Blood Donor Center would like to thank the Buildings and Grounds and Police and Security departments for their participation in this first annual challenge," says Meredith Wentworth, marketing specialist for the center. "Their donations helped make a difference in the lives of more than 300 patients here at the MGH."

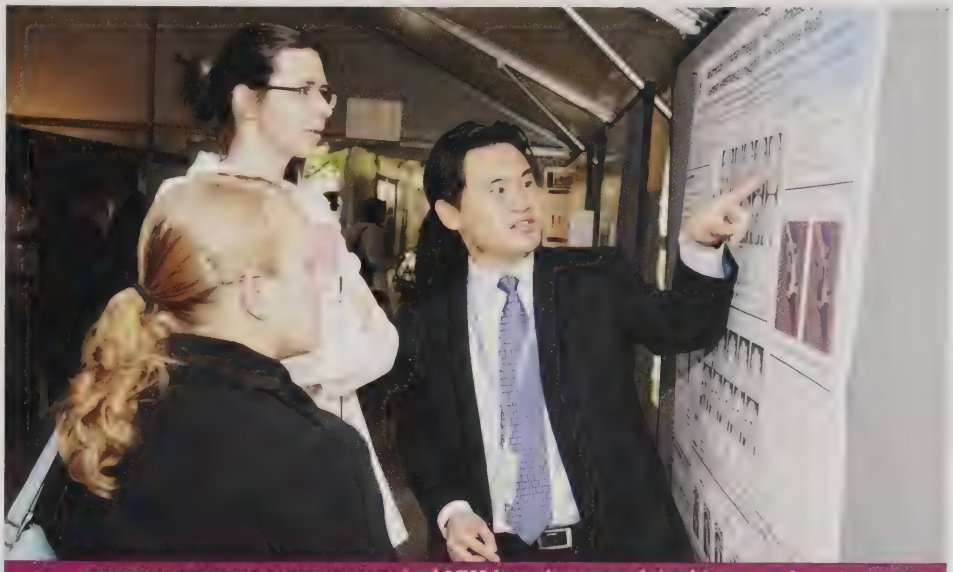
May 30, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Clinical Research Day explores new tools, technologies and challenges*

**The sixth annual** MGH Clinical Research Day focused on tools and techniques that can help translate biological data into health care applications, the power that teamwork can bring to the development of novel technologies and the opportunities and challenges presented by the new Harvard-wide Clinical and Translational Science Center (CTSC).



**POINTING TOWARD EXCELLENCE:** *An MGH investigator explains his research project at the Clinical Research Day poster session.*

The May 22 event began with the keynote address by Isaac Kohane, MD, PhD, of Harvard Medical School and Children's Hospital. Kohane discussed how bioinformatics – the use of mathematical, statistical and computer science to analyze and manage biological data – will help improve the diagnosis and treatment of disease. He also described the Partners-based Informatics for Integrating Biology and the Bedside program, which he co-directs with Partners Chief Information Officer John Glaser, PhD.

Representing the winners of the Team Award, Sunitha Nagrath, PhD, of the Center for Engineering in Medicine, discussed how his group worked with investigators from the MGH Cancer Center to develop a microchip-based system for detecting and analyzing circulating tumor cells in the bloodstream. Translational Award recipient Michael Roehrl, MD, PhD, of MGH Pathology, described a system

*(Continued on page 2)*

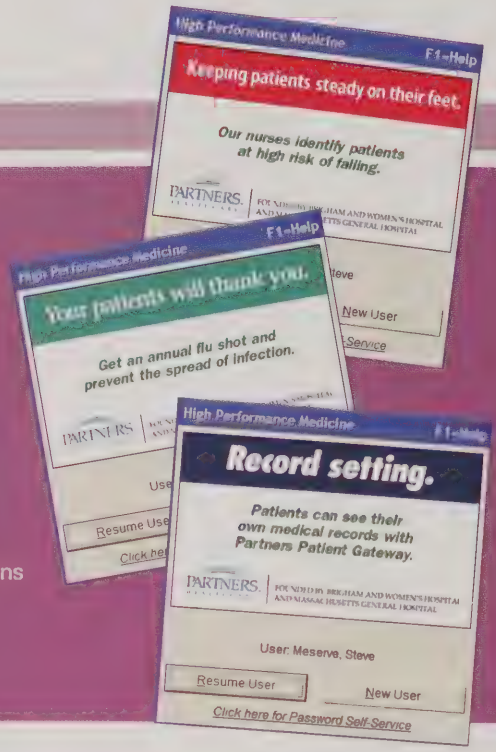
## MGH physicians visit China's Hua Shan Hospital

**This May,** four clinical MGH leaders made a special journey across the world to Hua Shan Hospital in Shanghai, China to present research, serve as consultants and continue developing the relationship between the two hospitals. The MGH chiefs who traveled to Asia were Andrew L. Warshaw, MD, MGH surgeon-in-chief; Leonard Kaban, MD, DMD, chief of Oral and Maxillofacial Surgery; William F. Crowley Jr, MD, chief of the Reproductive Endocrine Unit and director of the Clinical Research Program; and Jay Loeffler, MD, chief of MGH Radiation Oncology.

**A WORLD AWAY:** *Several MGH chiefs visit with Hua Shan Hospital leaders in Shanghai.*

In 2005, the MGH and Hua Shan Hospital signed an affiliation agreement to expand the relationship between the two hospitals and create a platform for the institutions to exchange knowledge, skills and opportunities. Since that time, the MGH has hosted a number of Hua Shan staff members as clinical observers and offered them research opportunities at the MGH. In addition, MGH staff members have traveled to Hua Shan Hospital to consult and present educational programs and research.

## New screensavers unveiled


High Performance Medicine
F1=Help
Keeping patients steady on their feet.
Our nurses identify patients at high risk of falling.
PARTNERS
Your patients will thank you.
Get an annual flu shot and prevent the spread of infection.
Record setting.
Patients can see their own medical records with Partners Patient Gateway.
User: Meserve, Steve
Resume User
New User
Click here for Password Self-Service

**This month,** MGHers logging onto Partners computers will have noticed attention-grabbing screensavers that carry key messages about High Performance Medicine (HPM). HPM is the name that Partners HealthCare uses to describe a group of systemwide initiatives designed to improve the quality, safety and efficiency of patient care. The new screensavers, which feature bright colors and helpful messaging, inform users on topics such as electronic medical records and computerized physician order entry.

During the past year, Partners has been communicating information about HPM to physicians via the physician organizations, the web, direct mail newsletters, hospital posters, the annual report, advertising and computer screensavers. A recent online Partners-wide physician survey revealed that more than half of Partners physicians have heard of HPM, virtually all are aware of at least one of its initiatives and are most likely to have learned about HPM through the screensavers.

For general information about HPM, access *www.partners.org.*

**COMFORT BASKETS:** *From left, Melissa Catone, RN; Ashley Reardon, child life specialist; Sacha Field, child life specialist; Julie Rossborough, PICU operations coordinator; and Haywood-Baxter*

## *Supporting bereaved families*

**The death of** a child is one of the most traumatic experiences a parent can face. A new effort underway at the MassGeneral Hospital *for* Children (MGH*f*C) is helping to bring comfort and support to families experiencing such a loss. Led by Rev. Ann Haywood-Baxter, MDiv, pediatric chaplain at the MGH*f*C, staff have been creating comfort baskets for bereaved families of MGH*f*C patients. Modeled after a similar effort in the MGH*f*C's Pediatric Hematology-Oncology Unit, the baskets are personalized to reflect the individual family members and include items for both parents and siblings. A typical basket includes a letter from the child's primary care team, books and journals for siblings and parents, photo albums and frames, flower seeds, a CD of soothing music, teas, cookies and memory stones. An advisory group comprising nurses, physicians, a parent, nurse practitioners, social workers, child life specialists and an operations coordinator helps guide the program, which is funded by a $6,000 grant from the Wilbert Foundation, a nonprofit organization dedicated to helping children cope with grief and death.

For more information about the comfort basket program, contact Haywood-Baxter at (617) 726-2220 or *ahaywoodbaxter@partners.org.* ●

## *— Clinical Research Day*

*(Continued from page 1)*

he and his colleagues developed for analyzing protein expression in colorectal tumors. Of the 228 research posters presented after the morning's session, 21 received hospitalwide or departmental awards.

The morning concluded with a panel addressing how the new CTSC will shape clinical research in the Harvard community. Mandated by the National Institutes of Health (NIH), CTSCs are replacing General Clinical Research Centers (GCRCs) as key sites for NIH-sponsored clinical research studies. NIH guidelines also require that a single application fo CTSC funding be submitted from the entire Harvard system. A few days before Clinical Research Day, word came that the Harvard CTSC will receive $24 million a year in NIH funding over five years. Lee Nadler, MD, of BWH and the CTSC's principal investigator, noted that simply getting the Harvard schools and hospitals together to prepare and submit the application has been "transformative."

David M. Nathan, MD, current director of the Mallinckrodt GCRC at MGH, will be the hospital's representative to the Harvard CTSC; and Anne Klibanski, MD, now co-director of the GCRC, will be overall director of the CTSC Human Research Laboratory, which will encompass clinical research efforts at all participating Harvard hospitals. They explained how the new center will strive to bring resources to investigators and streamline procedures without compromising the independence of individual researchers. "The power of the CTSCs will be beyond what we can do locally," Klibanski said. "Where we'll really see answers to big medical questions will be in the national network of CTSCs." ●

MGH HOTLINE



# MGH commitment brings health services to North End seniors

**The MGH is bringing** health care services to low-income seniors in Boston's North End through a recently announced five-year, $500,000 community commitment. Massachusetts House Speaker Salvatore DiMasi joined MGH and Partners HealthCare leaders at the Villa Michelangelo Adult Day Health Center in the North End May 15 to formally announce the pledge, which will support health and transportation services for older adults.

**GIVING BACK:** *Back row, from left, Jim Luisi, executive director of the North End Community Health Center, Slavin and DiMasi join clients and staff of the Villa Michelangelo Center.*

Operated by the MGH-affiliated North End Community Health Center, the Villa Michelangelo Center offers area seniors day programs, assisted living units, low-income housing and a drop-in center operated by the Action for Boston Community Development. The MGH grant will fund more than 1,400 days of adult health services over the next five years and also will help provide free shuttle bus transportation between the MGH, the Villa Michelangelo Center and three low-income elderly housing locations in the North End.

"Every day at the MGH, extraordinary caregivers provide extraordinary care using the most cutting-edge medical science and technology," said Peter L. Slavin, MD, MGH president. "But sometimes, it's the little things that can really change people's lives – like a ride to this program or not having to worry about how to pay for a daily activity that helps keep you healthy." ●

# Celebrating a leader of emergency medicine

**In 1980,** emergency medicine was added to the roster of specialties in which U.S. physicians could choose to become board certified. While this development ushered in the modern era of emergency medicine, the MGH Emergency Department's (ED) own modern age truly began eight years later with the recruitment of Alasdair K. Conn, MD. Trained in Maryland, Scotland and Canada, Conn has served as the chief of MGH Emergency Services for 20 years. A special ceremony was held May 7 to mark this anniversary as well as the overall development of the hospital's Department of Emergency Medicine.

Observing the fine-tuned operations of the ED today and the crucial role it plays in fulfilling the MGH's mission, it is difficult to imagine emergency medicine practiced at the hospital in any other way. And yet, when Conn arrived at the hospital 20 years ago as chief of the hospital's newest department, he was charged with building the MGH's first, world-class Emergency Department. According to Peter L. Slavin, MD, "Alasdair has been a true architect of emergency medicine at the MGH, both literally and figuratively." Under Conn's supervision, the clinical space has been upgraded and currently serves more than 80,000 patients per year. Conn also oversaw the recruitment of much of the department's dedicated faculty: The ED has grown from only a few attending physicians to a staff of 37 emergency medicine-credentialed physicians. In addition, the ED now houses a robust research program and a joint residency program with BWH for 56 residents while also serving as a training ground for dozens of young clinicians from other specialties.

**CELEBRATING A MILESTONE:** *From left, Prestipino, Conn, and W. Gerald Austen, MD, chair of the MGH Chiefs Council*

Speakers at the anniversary event included Slavin; Ann Prestipino, senior vice president for Surgical and Anesthesia Services and Clinical Business Development; and David Brown, MD, vice chair of the Department of Emergency Medicine. Conn was then regaled with a poem reflecting his achievements and presented with a plaque and a lab coat bearing the signatures of the many nurses, administrators and physicians from the ED. In his remarks, Conn noted, "It has been my great honor to lead the department of Emergency Medicine for the last two decades, and I have been so fortunate to work with an amazing group of people. The support of the hospital's leadership and my wonderful colleagues has been absolutely invaluable, and I look forward to leading the department into the hospital's third century."

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MGH HOTLINE



## WHAT'S HAPPENING

**Summer Safety Health Fair**
The MGH Chelsea HealthCare Center will host its 11th annual Summer Safety Health Fair June 7, from noon to 3 pm at 151 Everett Ave. The fair will include hula hoop and coloring book contests, bicycle and helmet safety checks, and tips on home, water, fire, sun and car safety. For more information, call (617) 884-8300.

**Retirement planning events**
The MGH will host a number of retirement planning events. Tax-sheltered annuity (TSA) fairs will be held June 4, from 7:30 am to 4 pm in the Thier Conference Room and June 5, from 9 am to 2 pm at CNY, Building 149, Center Lobby. Financial planning seminars will be held June 4 in the O'Keeffe Auditorium at the following times: 9:15 to 10:15 am, Vanguard; 12:15 to 1:15 pm, TIAA-CREF; and 2 to 3 pm, Fidelity. MGH Cash Balance Retirement Plan and Retiree Medical Sessions will be held June 6, from 7:30 to 8:30 am in the O'Keeffe Auditorium; June 11, from 12:15 to 1:15 pm in the O'Keeffe Auditorium; June 11, from 2 to 3 pm in the O'Keeffe Auditorium; and June 12, from noon to 1 pm at CNY, Building 149, Room 2204. To enroll in a TSA or change a contribution amount, visit *ibridge.partners.org/getaccess*.

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events: hypertension screenings June 2, from 1:30 to 2:30 pm at Hill House, 127 Mt. Vernon St., and a film screening of "Sage: Stories of Incredible Boston Seniors" June 5, from 11 am to noon in the Haber Conference Room with guest speaker Mary Ann Hardenbergh of Action for Boston Community Development. For more information, call (617) 724-6756.

**Global health seminar**
The MGH Center for Global Health and the MGH Cancer Center will co-host "Strategies for Healthcare Financing in Under-Resourced Environments" June 7, from 9:15 to 10 am in the O'Keeffe Auditorium. Muhammad Yunus, PhD, founder of Grameen Bank and the 2006 Nobel Peace Prize laureate, will be the guest speaker. For more information, contact Ellen Hartjes at (617) 726-4090.

**Community Benefit event honoring new MGH mission**
The MGH Community Benefit Program will sponsor a special event June 3, from 11:30 am to 1:30 pm. Peter L. Slavin, MD, president of the MGH, will host the event, John Auerbach, commissioner of the Massachusetts Department of Public Health, will be the guest speaker; and keynote speaker David Satchel, MD, PhD, former U.S. surgeon general, will discuss "The Role of Academic Medical Centers in Improving Community Health." For more information, contact Alys Myers at *amyers6@partners.org*.

**Wellman Center lectures**
The MGH Wellman Center for Photomedicine will host the following lectures: "Coherent Imaging Technologies for Guiding and Monitoring Therapies" June 3 with Benjamin Vakoc, PhD, of the Wellman Center; and "Optical Analysis of Tissue Mechanics: Applications in Evaluating Atherosclerosis" June 5, with Seemantini Nadkarni, PhD, of the Wellman Center. Both lectures will be held from 2:15 to 3:15 pm in the Thier Conference Room. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**Collins Lecture**
As part of the 2008 Collins Lecture Series, the MGH Department of Radiation Oncology will sponsor "Big Pharma: Marketing and Profits" June 3, from 5 to 6 pm in the Bigelow Conference Room on White 4. Herman D. Suit, MD, DPhil, of MGH Radiation Oncology, will host the lecture, and Marcia Angell, MD, of Harvard Medical School and the former editor-in-chief of the *New England Journal of Medicine*, will be the guest speaker. For more information, call Julie Finn at (617) 724-1155.

## IN GENERAL

**Karleen Habin, RN,** nurse supervisor and clinical research nurse specialist for the Breast Oncology Research Program in the MGH Cancer Center, has been named a recipient of the 2008 Lane Adams Quality of Life Award from the American Cancer Society. The award recognizes individuals who have made a difference through innovation, leadership and excellence in providing compassionate, skilled care and counsel to people living with cancer and their families. An awards ceremony was held May 9 in Los Angeles.

**Bonnie Michelman,** director of MGH Police, Security and Outside Services, has been named the 2007 Director of the Year in the health care category by *Campus Safety* magazine. Recognizing security professionals who routinely go above and beyond the call of duty, the award also commends outstanding leadership skills, ingenuity, selflessness and overall achievement. A member of the MGH since 1991, Michelman leads a more than 300-person department with four main units: operations, security systems and technology, special investigations and outside services. Michelman also was recently elected president of the International Association for Healthcare Security and Safety, an organization dedicated to professionals who lead security and safety programs in health care institutions.

**Submit news tips and story ideas to the *MGH Hotline***

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June 6, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

# MGHfC named to best pediatric hospitals list

**The MassGeneral Hospital *for* Children** (MGH*f*C) has earned a spot on *U.S. News & World Report's* annual honor roll of the nation's top pediatric hospitals. The MGH*f*C is one of the top 30 pediatric hospitals in the nation and one of only two hospitals in New England to earn this distinction. Several individual MGH*f*C specialties also were named to the list, including respiratory disorders, neonatal care and digestive disorders. The hospitals were chosen based on reputation, mortality rates and care-related measures such as nurse staffing levels and patient volume.

The list appears in the June 9 issue of the magazine, which currently is available on newsstands. For more information about the "Best Children's Hospitals" issue, visit *www.usnews.com.*

Obama's Hawaiian Roots • Airstrike War Room
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CHILDREN'S
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Where to find help when it matters most
EXCLUSIVE RANKINGS
Top leaders in cancer, digestive, heart, neonatal, neurology, and respiratory care

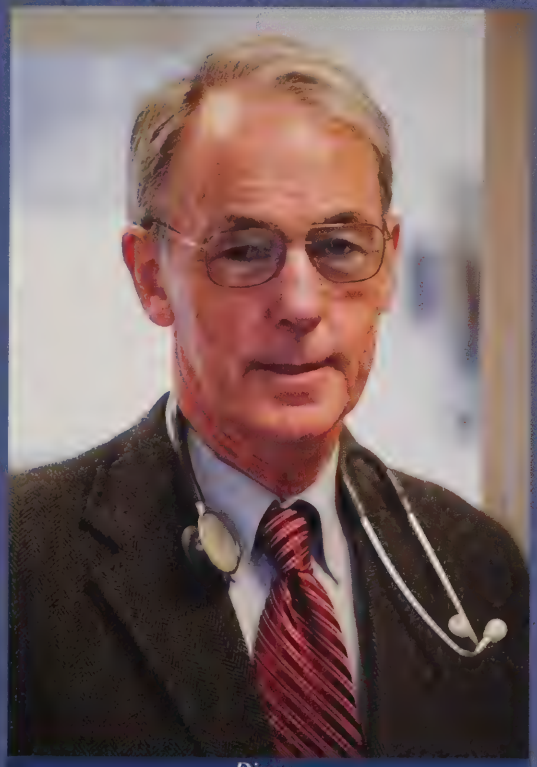
## Pioneering MGH primary care physician to retire

**In 1967,** when James J. Dineen, MD, began his career at the MGH, he knew he had come to a special place – a place where he could feel the progressive and collaborative spirit of the institution as soon as he walked through its doors.

During his 41 years at the MGH as a primary care physician, mentor and pioneer in health policy, Dineen has cared for countless patients and helped redefine the primary care physician-patient relationship. Now, on the brink of his retirement, he has not lost sight of what has kept him at the MGH. He hopes to continue to make a difference for patients, primary care physicians and the practice of medicine. Below are selected snapshots of this influential physician's career at the MGH.

As an intern working in the Clinics Building, Dineen noticed that there was a need for better health care access for all patients. With his mentor, John D. Stoeckle, MD, he helped to form a small primary care group that provided 24-hour coverage for patients in the Clinics Building. This group evolved into today's Internal Medicine Associates, an MGH primary care practice.

Upon completion of his residency in Internal Medicine, Dineen completed four six-month subspecialty fellowships to further his training in general internal medicine. During that period, he also worked in various community hospital emergency rooms that were staffed by rotating specialists. Dineen recognized the need for further training for physicians working in these settings and established appropriate courses at the MGH. He also helped author the MGH textbook of emergency medicine and became one of the 12 founding members of the American College of Emergency Physicians – an organization that has improved the quality of emergency medicine across the country.



*Dineen*

After 20 years with the IMA, Dineen became one of the nine founders of the Bulfinch Medical Group (BMG) in 1990. The practice – which had the founding goal to provide personalized primary care by making each patient feel individually known and cared for by physicians with access to the best subspecialty experts, diagnostic testing and treatments – serves more than 20,000 patients a year. Since its inception, the BMG has continued to implement programs that cultivate the "patient-doctor partnership," forging the development of a fund supporting ongoing programs aimed at sustaining this idea – the Dr. James J. Dineen Partnership in Primary Care.

The MGH salutes the legacy of primary care excellence and innovation fostered by Dineen. MGHers are invited to celebrate his long and distinguished career at a special event Tuesday, June 17 from 11:30 am to 1:30 pm under the Bulfinch Tent.

## *Climate change and global health*

**Guests at the** MGH Center for Global Health's May 15 seminar, "Climate Change and Global Health," learned about the sobering potential for large-scale consequences to human health related to changes in the climate and environment. Special guest speaker Bianca Jagger, goodwill ambassador for the Council of Europe and chair of the Bianca Jagger Human Rights Foundation and the World Future Council, joined Paul R. Epstein, MD, MPH, associate director of Harvard Medical School's Center for Health and the Global Environment, in describing the effects of the depletion of stratospheric ozone, loss of biodiversity, change in fresh water systems and land degradation on human health across the world. In addition to promoting the use of renewable energy sources to fight climate change, both speakers encouraged audience members to ask their legislative representatives to support conservation and environmental health. For more information about the MGH Center for Global Health, visit *www.massgeneral.org/globalhealth.*

**GLOBAL GOODWILL:** *Jagger, left, and Epstein*

## *MGHers scaled great heights to Be Fit*

**More than** 200 MGHers stepped up to the inaugural MGH Be Fit Stair Challenge, climbing more than 179,000 floors over an eight-week period. Participants celebrated their success at a reception May 12 in the Richard B. Simches Research Center. In July, Be Fit will kick off a hospitalwide walking challenge. For more information, access *intranet.massgeneral.org/befit/.*

## MGH Disparities Solutions Center honored

**Health care disparities** are the inequalities or differences in health care quality or access among racial, ethnic and socioeconomic groups. The MGH Disparities Solutions Center (DSC) is dedicated to identifying these disparities and developing strategies and advancing policies to eliminate them on a community, regional and national level. Recently, the DSC was honored for its notable work by two local health care advocacy organizations.

On May 2, the Diabetes Coalition of Massachusetts (DCOM) recognized the DSC, along with the MGH Chelsea HealthCare Center and the Massachusetts General Physicians Organization, for their collaborative project, the Diabetes Management Program. Based at MGH Chelsea, the program, named a 2008 Program of Excellence, aims to improve diabetes control among MGH Chelsea patients, particularly among the non-English-speaking Latino community. The program was established in 2006 following studies indicating that Latinos are 33 percent less likely than whites to receive standard care for diabetes and have poorer blood sugar control. The DCOM award recognizes the Diabetes Management Program for its successful, innovative and multidisciplinary contributions to the field of diabetes prevention, education and management.

On May 14, Health Care for All, a consumer health care advocacy organization that provides services to individuals in Massachusetts, honored the DSC with its 2008 Community Leader Award at the "For the People, A Celebration of Health Care Leaders" annual gala at the Westin Copley Place Boston. The award recognized the DSC for its research, education and training to advance health care equity and eliminate racial and ethnic health disparities.

For more information about the DSC, visit *www.mghdisparitiessolutions.org.*

**RISING TO THE CHALLENGE:** *Be Fit Stair Challenge participants at a celebration marking the end of the competition*

MGH HOTLINE



# MGH Medicine residents shape health policy

**HEALTHY DISCUSSION:** *Blumenthal with attendees at the Rising Leaders Forum*

**This past May,** MGH Medicine residents took part in the first-of-its-kind Health Policy Elective, one of many rotations residents can choose to explore potential career paths. The two-week program – composed of lectures and discussions led by local and national experts in health policy, as well as field visits to policy-related settings and organizations – was spearheaded by residents Mandy Krauthamer, MD, and Ryan Thompson, MD. The elective was directed by David Blumenthal, MD, MPP, director of the MGH Institute for Health Policy, and enrolled 15 residents in its inaugural course.

The largest event in the program was the May 8 Rising Leaders Forum, which drew nearly 150 people from 30 different health-related degree programs in law, business, public health and medicine to the MGH campus. Organized by resident Ben Kornitzer, MD, the event featured a keynote address by Blumenthal on the challenges and opportunities of the changing health care environment. The forum also included a panel discussion with several rising leaders in health policy: Abby Moncrieff, JD, fellow at Petrie-Flom Center at Harvard Law School; Jeffrey Algazy, MD, partner at McKinsey & Co; and Michael D. Miller, MD, founder of HealthPolCom Consulting.

"It is really a tribute to the MGH to have taken on this important leadership role and so successfully engaged with and energized the rising generation of health policy leaders," Kornitzer says. Support for the event was provided by the Department of Medicine, MGH leadership and the Massachusetts Medical Society.

For more information about the Health Policy Elective, contact Kornitzer at *bskornitzer@partners.org.*

**HAPPY BIRTHDAY:** *From left, department staff members Joe Green, Kerry Stevenson, Tom Murphy and Joe Crowley at the information table*

# MGH Police, Security and Outside Services celebrates 40 years

**In 1968,** the MGH incorporated 12 sworn police officers and 18 watchmen, creating the hospital's first Security Department. In the 40 years since then, the department – now known as Police, Security and Outside Services – has grown to more than 300 members and includes not only units specializing in operations, special investigations and security systems and technology, but also the MGH Photography Department, Commuter, Parking, Volunteer, Interpreter, Ambassador, Financial Audit and Valet Services. On May 12 and 13, staff celebrated the department's birthday by hosting information tables at the main campus and the MGH Chelsea and Revere health care centers. Visitors were able to meet staff, learn about the history of the department through a photo collage and timeline and view the Lindbergh Bell Award, which the International Association for Healthcare Security and Safety awarded the department in 1999 and 2007 for its outstanding health care security services.

For more information about MGH Police, Security and Outside Services, visit *www.massgeneral.org/police* or call (617) 726-2121. ●

## The MGH and the LGBT Healthcare Equality Index

**The MGH** recently ranked among the nation's leading hospitals for welcoming lesbian, gay, bisexual and transgender (LGBT) patients and employees, according to the 2008 Healthcare Equality Index survey. Sponsored by the Human Rights Campaign Foundation and the Gay and Lesbian Medical Association, the survey establishes a baseline of LGBT best practices at health care institutions across the country. The MGH was the only hospital in Massachusetts to participate in this first-of-its-kind, hospital-specific survey, released May 13.

"The MGH is deeply committed to providing equitable, compassionate and high-quality care to our lesbian, gay, bisexual and transgender patients and their families, a level of care that is standard across our diverse patient population," says Peter L. Slavin, MD, president of the MGH. "In the Healthcare Equality Index report, we are proud to be able to highlight our commitment to these high standards of care, as well as our efforts to promote a supportive work environment for all our employees."

For more information about the report, visit *www.hrc.org/hei* or e-mail MGH LGBT Committee coordinators Jackie Slivko, MBA, PMP, MsEd, of Pathology, or Jesse Ehrenfeld, MD, of Anesthesia, at *lgbtmgh@partners.org.*

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will offer the following free events for seniors age 60 years or older: a "Spring into Fitness" exercise session June 12, from 11 am to noon at the Clubs at Charles River Park with lunch served from noon to 1 pm; a book club discussion of "Suffer the Little Children" June 12, from 3 to 4 pm at the West End Library; and hypertension screenings June 16, from 1:30 to 2:30 pm at the West End Library. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

**Interfaith pride service**
The MGH Chaplaincy and the MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Committee will host an interfaith pride service June 13, from 2 to 3 pm in the MGH Chapel on Ellison 1. All are invited to attend. For more information, e-mail *lgbtmgh@partners.org*.

**Wellman Center Lecture Series**
The Wellman Center Lecture Series, presented by the MGH Wellman Center for Photomedicine, will host the following: "Understanding the Impact of Scaffold Topography and Indirect Mechanical Stimulus on Chondrocyte Cellular Activity" June 10, with guest speaker Anuradha Subramanian, PhD, of the Department of Chemical and Biomolecular Engineering at the University of Nebraska; and "Colors of Cancer: The Role of Spectral Analysis in Cancer Management" June 12, with guest speaker Sung Chang, PhD, of the Wellman Center. Both lectures will be held from 2:15 to 3:15 pm in the Thier Conference Room with coffee receptions beginning at 2 pm. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**InfoBytes computer courses**
Partners Information Systems Training is offering the following InfoBytes computer training courses in Microsoft Office 2003: "Excel 2003: Pivot Table Primer" June 18, from 8:30 to 10 am; and "Word 2003: Formatting Documents" June 18, from 10:30 am to noon. Both classes will be held at 165 Charles River Plaza, Suite 200. An optional half-hour of training will be available at the end of each class for related exercises and one-on-one consultation. To register, visit *ibridge.partners.org/getaccess* and select: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses. For more information, e-mail *istraining@partners.org*.

**Father's Day service**
In honor of Father's Day, MGH Men Against Abuse will host a service June 11, from 12:15 to 1 pm in the MGH Chapel. The service will include readings, music and the opportunity for participants to sign a commitment to never tolerate domestic violence. For more information, contact Lenny DeBenedictis, LICSW, at (617) 724-2206 or Jim Heffernan at (617) 726-2684.

**Julie Fund 5K Walk to benefit MGH Cancer Center**
The Julie Fund for Women's Cancers will host its third annual 5K Walk June 14 beginning at 9 am at Artesani Park in Brighton, Mass. Proceeds from the event will benefit women's cancer programs and research at the MGH Cancer Center. For more information or to register to participate on the MGH team, visit *www.juliefund.org*.

## IN GENERAL

The National Consortium of Breast Centers recently selected **Daniel B. Kopans, MD**, founder of the MGH Breast Imaging Division in the Department of Radiology and a professor of Radiology at Harvard Medical School, as the winner of the 2008 Luminary Award for Visionary Leadership and Exceptional Creativity in the Field of Breast Health Care. The award honors individuals who have made significant contributions to breast health, specifically in the development of breast centers. A renowned leader in the field, Kopans has spent his entire 34-year career at the MGH and is widely recognized for his work in clinical research, professional and patient education, advocacy and the advancement of patient care.

Three MGH physicians recently were honored with Harvard Medical School's (HMS) excellence in mentoring awards. **Daniel Singer, MD**, of the MGH Division of Internal Medicine, was named the recipient of the William Silen Lifetime Achievement in Mentoring Award honoring outstanding mentors who have served for 20 or more years. **Kenneth Freedberg, MD, MSc**, of the MGH divisions of Internal Medicine and Infectious Diseases, and **Maria Troulis, DDS**, of MGH Oral and Maxillofacial Surgery, were honored with the A. Clifford Barger Excellence in Mentoring Award, which recognizes mentors who embody the same spirit, enthusiasm and commitment to mentorship as the late A. Clifford Barger, MD, who mentored countless students during his nearly 50-year HMS career. The three were formally honored at an awards ceremony May 20.

The Society of General Internal Medicine (SGIM) has selected **John D. Goodson, MD**, of the MGH Department of Internal Medicine, as the recipient of the David Calkins Award in Health Policy Advocacy. Named in honor of the late David Calkins, MD, a former MGH internist and White House fellow during the Carter administration, the award honors individuals for their extraordinary commitment to advocacy on behalf of SGIM.

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by fax to (617) 726-7475;

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June 13, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Celebrating a milestone at the Martinos Center

PHOTO: L. BARRY HETHERINGTON

**CELEBRATING AN EXPANSION:** *From left, Rosen, Sorensen, Hockfield, Marina and Thanassis Martinos and Slavin*

**The Athinoula A. Martinos Center** for Biomedical Imaging has been a fixture at the Charlestown Navy Yard research campus since 2000, bringing together students and thought leaders from the MGH, Massachusetts Institute of Technology (MIT), Harvard Medical School (HMS) and the Harvard-MIT Division of Health Sciences and Technology (HST). On May 20, members of these research communities and MIT President Susan Hockfield, MGH President Peter L. Slavin, MD, and Martinos Center faculty and staff gathered with members of the Martinos family to celebrate the recent expansion of the center and its new headquarters in Building 75. The addition of this historic glass and stone building to the center's existing space in Building 149 nearly doubles its size to 85,000 square feet.

Festivities at the Martinos Center began with a luncheon in Building 75 in honor of Thanassis and Marina Martinos of Athens, Greece, who helped found the center with a $20 million dollar gift in memory of their daughter, Athinoula, and in honor of Daniel C. Shannon, MD, a physician at the MGH

*(Continued on page 2)*

## Honoring the MGH's volunteers

**Standing before** a group of devoted MGH volunteers at this year's Volunteer Recognition Day event June 2, Patricia Rowell, co-director of the Department of Volunteer, Interpreter, Information Ambassadors and General Store Services, remarked, "Today we honor the thousands of hours and acts of kindness given daily by our volunteers who help transform the experiences of our patients and their families." Joining her at the event were Paul Bartush, co-director of the department; Peter L. Slavin, MD, MGH president; Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; and Edward P. Lawrence, chair of the MGH Board of Trustees. Each thanked the MGH's volunteers, who collectively dedicated 81,195 hours to improving the experiences of patients at the MGH in 2007.

Following remarks, Bartush and Rowell called forward volunteers to accept certificates acknowledging their contributions to the hospital. Those selected for recognition were nominated by MGH staff members who supervise their daily work. This year's award recipients are: Trustees Award, Brian Tseng, MD; Jesse Harding Award, Peggy Scott; Maeve Blackman Award, Nicole Economides; Service Awards: Andrea Alberg, Maryellen Collins, Kevin Currie, Dave Drapeau, Sandra Gordon, Kieron Gyles, Caroline Irungu, Karen Lambert, Sheena Marquis, Patricia Signer, Matt Silverstein, Sally Taylor and William Zadroga.

Said Slavin to all the MGH volunteers, "You make the care we provide to our patients and their families even better. On their behalf, thank you so much for all you do."

For more information about the event or the department, contact Bartush at pbartush@partners.org.

**CELEBRATED SERVICE:** *From left, Rowell; Maryellen Collins, MGH volunteer; Cindy Kane, RN, of Pediatric Neurology; Laurie Bliss, of Pediatric Neurology; Tseng; Lawrence; and Ives Erickson*

# When hiring at the MGH, service matters

**Members of the MGH/MGPO** Practice Improvement Division and Service Improvement Department recently teamed up with members of Partners Human Resources Department to present "Hiring for Service," the third in a yearlong series of Service Learning Series forums. Approximately 65 MGH leaders and managers attended the May 22 session where Human Resources recruitment staff role-played different scenarios, demonstrating the wrong and right ways to conduct an interview as well as the service mindset and skills to use when conducting a thorough and effective job interview.

In addition to the skits, participants had an opportunity to work in small groups to discuss ways to effectively assess the service attitude and behaviors of job candidates, expand their repertoire of behavioral interview questions to include service-based questions, articulate to a candidate the role of service and identify subtle "red flags" during an interview.

The meeting closed with participants receiving a Hiring for Service toolkit and a special invitation to continue their learning at two upcoming training programs: "Behavioral Interviewing" June 25, from 8:30 am to 4:30 pm at the Holiday Inn Select; and "Hiring for Service" July 15, from 9 am to noon at 165 Charles River Plaza.

For more information about the upcoming programs, e-mail Beth Churnet at *bchurnet@partners.org.* ●

# Martinos Center

*(Continued from page 1)*

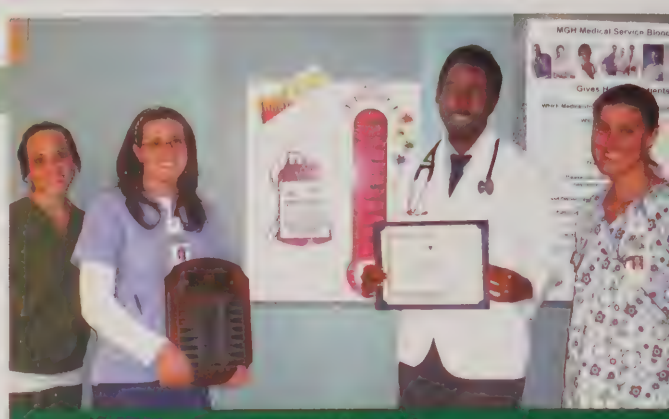
and longstanding friend of the family. Backed by the Martinos gift, the center was established as a partnership between HST and the MGH Radiology Department with a goal of fostering interdisciplinary research involving the basic biosciences and clinical investigation as well as the development and application of new imaging technologies.

The Martinos family toured the new facilities with directors Bruce Rosen, MD, PhD, and A. Gregory Sorensen, MD. A highlight of the tour was a new PET/MRI scanner, one of the first of its kind and a true example of the progressive imaging research underway at the center. The combined PET/MRI technologies enable simultaneous imaging to delineate both structural details of the brain and the metabolic and molecular processes associated with specific areas. Researchers hope this technology will advance the understanding of complex brain functions and ultimately provide insight into the processes of human thought.

The day concluded with a formal dedication and reception to celebrate the new space, where Slavin thanked the Martinos family. "I'm a great believer that interdisciplinary and interinstitutional collaborations are key to advancing progress in medicine. The Martinos Center is clearly magnifying the powers of discovery and invention at both the MGH and MIT," he said. "Thank you for being such extraordinary partners in bringing this unique collaboration to life."

Rosen added, "This expansion completes Thanassis's and Marina's vision for the Martinos Center as a research facility that unites the clinical and imaging expertise of the MGH with HST's strengths in engineering and basic neuroscience."

For more information, visit *www.nmr.mgh.harvard.edu/martinos.* ●



**A HEALTHY COMPETITION:** *From left to right, challenge participants Hollie O'Bryan and Aileen Gleason, RN, both of White 11; Avi Ketwaroo, MD, a resident in Medicine; and Amy Reece, RN, of White 11*

# White 11 wins blood drive

**After a month** of friendly competition, the MGH Blood Donor Center has declared a winner in the fourth annual Medical Service Blood Drive Challenge. The White 11 team emerged victorious with a 111 percent participation rate, while the Ellison 16 team was the runner-up with 99 percent participation. During the challenge – which was held throughout May – teams of MGH physicians, nurses and allied health professionals competed against one another to promote awareness about blood donation and increase the number donations made at the center. The challenge also helped lead the center to a record-breaking month. During May, the center not only posted its best donation rates in the past three years, but also tallied the most platelet donations ever and had a record number of employee donors. The teams also succeeded in surpassing their goal of reaching 300 points, with each individual whole blood donation counting for one point and a platelet donation counting for two.

"This truly was a team effort," says Susan Morash, RN, nursing director for White 11, who coordinated the drive for the medical floors. "Team captains Erin O'Neil and Aileen Gleason motivated the nurses, operations associates and unit service associates on the White 11 team to donate whole blood and platelets, and many staff members actually gave on more than one occasion." Allan Moore, MD, a fellow in the Diabetes Unit, led the physician team; and Tanya Milosh Zinkus, program administrator in the Department of Medicine, headed up a group of administrative professionals from the department.

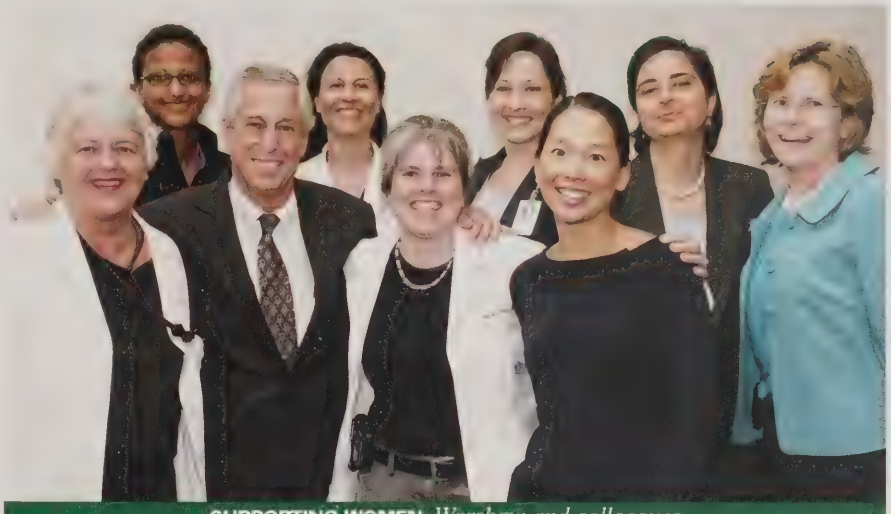
The Blood Donor Center is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. Walk-ins are welcome. For more information, call (617) 726-8177.

MGH HOTLINE



# *Warshaw recognized for supporting women faculty*

**Harvard Medical School (HMS)** has honored Andrew L. Warshaw, MD, MGH surgeon-in-chief, with the prestigious 2008 Joseph B. Martin Dean's Leadership Award for the Advancement of Women Faculty. Awarded by the HMS/Harvard School of Dental Medicine Joint Committee on the Status of Women, the prize recognizes an individual who has made significant contributions to the recruitment, retention and advancement of women faculty at HMS and its affiliated institutions.



**SUPPORTING WOMEN:** *Warshaw and colleagues*

Under Warshaw's leadership, the MGH Department of Surgery has made great strides in creating a supportive environment for female physicians. During his tenure, more women have been appointed to faculty positions than at any other time in the history of the department, and Warshaw continues to actively recruit women to the staff. He also has been a strong proponent of programs that help women faculty members balance careers with family and was the first chief in the Department of Surgery to permit part-time appointments, allowing women physicians with young children the time to both raise their families and continue their careers. On a hospitalwide level, he has been dedicated to helping female faculty receive senior academic and executive leadership positions and has lent his support to the MGH Office for Women's Careers. From 2000 through 2004, he was a member of the American College of Surgeons Committee on Women's Issues and is currently one of the few male members of the Association for Women Surgeons.

## MGH researchers receive CIMIT science grants

**Thirteen teams** headed by investigators from the MGH have been selected to receive research funding as part of the Center for Integration of Medicine and Innovative Technology's (CIMIT) $5 million science grants program for fiscal year 2009. Twenty-eight projects were selected from a record number of 188 pre-proposals submitted by multidisciplinary and multi-institutional teams at medical centers, engineering schools and academic institutions in the Boston area. A key goal of the CIMIT grant program is to bring together clinicians and engineers, often from different institutions, to accelerate medical innovation.

Mehmet Toner, PhD, was named to receive one of four major grants, worth $500,000 over two years. Toner is principal investigator on a project to develop a label-free viral detection microchip for point-of-care applications that will enable testing for viruses such as HIV and influenza in a doctor's office, ambulance or battlefield. Other researchers on this team are William Rodriguez, MD, of the MGH; Scott Manalis, PhD, of Massachusetts Institute of Technology (MIT); and Rahul Sarpeshkar, PhD, of MIT.

In addition to large grants, CIMIT will support 24 smaller awards, ranging from $40,000 to $135,000 each. Principal investigators from MGH research teams and their fields of interest are: Sydney Cash, MD, PhD, microelectrode records and advanced algorithms for seizure prediction; Michael Hamblin, PhD, and Michael J. Whalen, MD, transcranial NIR light for traumatic brain injury; Judy Hung, MD, PhD, polymer injection for treatment of ischemic mitral regurgitation; Charles Lin, PhD, label-free detection and quantification of circulating leukocytes by *in vivo* flow cytometry; Robert Levine, MD, operating on the heart from within – a minimally invasive approach to treat mitral valve disease.

Others to receive grants are: Dieter Manstein, MD, noninvasive measurement of intraepidermal nerve density; Rob Sheridan, MD, development of a magnetic endotracheal tube imaging device; Cathryn Sundback, ScD, poly film as a barrier to formation of viscero-parietal peritoneal adhesions; Gary Tearney and Farouc A. Jaffer, MD, PhD, integrated OFDI-Fluorescence Catheter for Imaging Atherosclerosis; and Seek Yun, novel ocular biomechanics.

Two Clinical Systems Innovation grants have been awarded to Ronald Dixon, MD, for Healthcare 360, a technology-enabled model for general medical care; and to Ronald Newbower, PhD, for a handwashing compliance and documentation system.

CIMIT is a nonprofit consortium of Boston-area teaching hospitals and engineering schools, providing innovators with resources to explore, develop and implement novel technological solutions for today's most urgent health care problems.

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following events for seniors age 60 years or older: a lecture, "Living Green," June 19, from 11 am to noon in the Haber Conference Room with guest speakers William Gentz and Todd Cioffi of the MGH Raising Environmental Awareness League; and hypertension screenings June 23, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

**ORCD panel discussion**
The MGH Office for Research Career Development (ORCD) will host a panel discussion, "Finding Your First Academic Job" June 18, from 3:30 to 5:30 pm in the Simches Research Center, Room 3110. For more information or to register, call (617) 643-1606 or e-mail *orcd@partners.org*.

**Summer computer training courses**
Partners Information Systems Training has released the Summer 2008 schedule for Microsoft Office computer classes. To view a complete schedule, visit *is.partners.org/training*. To register, visit *ibridge.partners.org* and select the following: Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search by course code to view available sessions. For more information, e-mail *istraining@partners.org*.

**Endocrine Grand Rounds**
The MGH Neuroendocrine Unit will host "Progress in Cancer Endocrinology: Insulin and Insulin-Like Growth Factors" June 24, at noon in the Ether Dome. Michael Pollack, MD, of the Department of Oncology at McGill University, will be the guest speaker. For more information, contact Ivy Babbitt at (617) 726-9036 or *ibabbitt@partners.org*.

**Celebration for James J. Dineen, MD**
In honor of the retirement of James J. Dineen, MD, an MGH primary care physician who has spent more than 40 years at the MGH, a special celebration will be held June 17, from 11:30 am to 1:30 pm in the Bulfinch Tent. All are invited to attend.

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**MUCH IN COMMON:** *From left, Valys, baby Noah, Albuquerque and baby Beatriz*

## Welcome to the world

**Renata Valys and Luziana Albuquerque,** both of Winthrop, share many common links: both speak English and Portuguese, live in the same apartment complex, have small children who play together and were under the care of nurse-midwives from the Vincent Obstetrics and Gynecology Service at the MGH Revere HealthCare Center. These links grew stronger, however, with the delivery of their new babies – who were born four hours apart May 10 on the Vincent Labor and Delivery floor. The women – patients of Christiani Guerreo-Gatto, CNM, and Sherrin Langeler, CNM – often were found in each other's rooms, planning their children's next play dates. Both mothers and their babies, Noah and Beatriz, are doing well.

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June 20, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**SINGING THEIR HEARTS OUT:** *MGHers audition for MGH Idol*

## MGH Idol audition

**While the popular** TV show "American Idol" is on hiatus, hospital employees recently had the chance to see and hear their talented colleagues audition for the MGH version of the show, complete with Idol-like comments from three distinguished hospital judges. Maryanne Spicer, director of the Administrative Fellowship Program; Bill Banchiere, administrative director for Environmental Services; and Otaka Agburu, administrative fellow, served as judges for the more than 40 MGH singers who auditioned June 3 and 5.

The top seven contestants have been selected to compete during a special performance from noon to 1 pm at the MGH Annual Employee Summer Picnic June 25. The picnic will take place from 11:30 am to 2 pm under the Bulfinch Tent. From the seven finalists, MGHers will vote for their favorite singer to be named the first-ever MGH Idol. For more information, send an e-mail to *mghhrevents@partners.org*.

## *Renewing the commitment to community health*

**In Charlestown,** a teenager is succeeding in battling a heroin addiction with help from a community coalition making remarkable progress in reducing overdoses and deaths from heroin and OxyContin. Nearby in Chelsea, a small child receives therapeutic services after witnessing a terrifying scene of domestic violence. And in Boston, an elderly adult with impaired mobility receives vital health screenings without having to leave her home. At first glance, there are few similarities among these individuals. Yet, a closer examination reveals they are linked by a shared bond – all three were helped by community-based programs offered by the MGH.

On June 3, the MGH marked its longstanding dedication to its neighbors, hosting a special celebration formally renewing the hospital's commitment to community health. In 2007, the MGH revised its mission statement to include a promise to "improve the health and well-being of the diverse communities we serve," a statement that reflects the hospital's deep commitment to patients and families, research, education, quality and safety, and the community. The event also recognized the official introduction of the new MGH Center for Community Health Improvement (CCHI), previously known as the MGH Community Benefit Program.

**In 2007, the MGH revised its mission statement to include a promise to "improve the health and well-being of the diverse communities we serve," a statement that reflects the hospital's deep commitment to the community, patients and families, research, education, and quality and safety.**

The event's two guest speakers – John Auerbach, commissioner for the Massachusetts Department of Public Health; and David Satcher, MD, PhD, the 16th U.S. surgeon general and current director of the National Center for Primary Care at Morehouse School of Medicine – commended the MGH for making community health a priority. "The MGH is an example of what an academic medical center should be all about in responding to the health of communities," said Satcher during his keynote address.

*(Continued on page 2)*

PHOTO: STEVEN H. GARDNER, MD

**COMMITTED TO CARE:** *A student from the James P. Timilty Middle School enjoys a laugh with her MGH mentor.*

## – Community Health

*(Continued from page 1)*

Also joining in the festivities were Peter L. Slavin, MD, president of the MGH; Edward P. Lawrence, Esq., chairman of the MGH Board of Trustees; Joan Quinlan, director of the CCHI; Jeffrey Collins, MD, medical director of the CCHI; and Britain Nicholson, MD, chief medical officer. "This event takes us back to our roots as an institution," said Slavin. "This hospital was founded to care for the sick and poor of this region and beyond."

The CCHI will continue to develop the work of the Community Benefit Program with a mission to "collaborate with community and hospital partners to build and sustain healthier communities and enhance the hospital's responsiveness to patients and community members from diverse cultural and socioeconomic backgrounds." CCHI priorities include preventing and reducing violence and substance abuse, increasing career and educational opportunities for Boston students, eliminating racial and ethnic disparities in health care and improving access to care for vulnerable populations such as the homeless, elderly, and immigrants and refugees.

For more information about the CCHI, visit *www.massgeneral.org/cchi.*

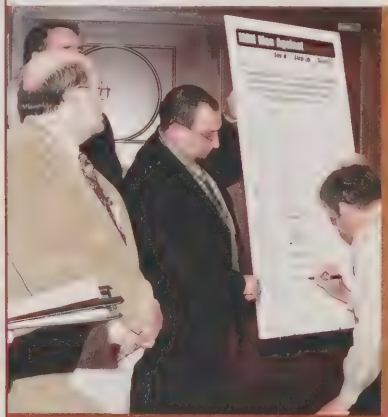
**FIGHTING SUBSTANCE ABUSE:** *Boston Mayor Thomas M. Menino (standing, center), is joined by Michael Botticelli of the Massachusetts Department of Public Health (standing, far left); Ann Mahony of the U.S. Substance Abuse and Mental Services Administration (standing, second from left); and Barbara Ferrer, MD, of the Boston Public Health Commission (standing, fourth from left); in congratulating CSAC and other Boston grant recipients. CSAC members pictured are Michael Charbonnier (standing, third from left), Peggy Canolan-Bolognese (standing, third from right), Kate McDonough (seated, third from left) and Rosenshein (seated, fourth from left).*

## *Major grants received for drug abuse intervention*

**The Charlestown Substance Abuse Coalition** (CSAC) and the city of Revere, in collaboration with Revere CARES, will receive support from major grants from the Massachusetts Department of Public Health and the Boston Public Health Commission for their efforts to reduce drug overdoses. Supported by the MGH Center for Community Health Improvement and the MGH Charlestown and Revere health care centers, CSAC and Revere CARES will receive $80,000 to $100,000 for the next three years and will be required to conduct an extensive assessment of factors that contribute to drug overdose as well as develop strategic plans for reducing those overdoses.

Both groups use science-based strategies promoted by the federal Substance Abuse and Mental Health Services Administration to prevent and reduce substance abuse among young people. Including MGH Revere staff, local government officials, residents, schools, police and others, Revere CARES was formed in 1997 to combat underage drinking and has seen much progress. In Revere, lifetime alcohol use has long been higher than the state average, but over the past six years, it has declined to the current state rate. A collaborative effort between MGH Charlestown, local officials and leaders, police and social service agencies, CSAC was established in 2004 in response to alarming rates of substance abuse – particularly heroin and OxyContin – in Charlestown. In its first four years the program already has made major strides: Heroin overdose calls to emergency medical services decreased 17 percent between 2003 and 2006 even as calls increased citywide; and drug abuse mortality rates have decreased by 41 percent between 2004 and 2006.

For more information about CSAC, contact Beth Rosenshein, LICSW, program director, at (617) 726-6684 or *brosenshein@partners.org*. For more information about Revere CARES, contact Rosina "Kitty" Bowman, director, at (781) 485-6132 or *rbowman@partners.org.*



**DECLARATION:** *An employee signs the pledge.*

## Standing up against domestic abuse

**On June 11,** a group of MGHers committed themselves to ending domestic violence, participating in an interfaith Father's Day service in the MGH Chapel. Co-hosted by the MGH Chaplaincy and MGH Men Against Abuse – an employee organization and committee of the MGH Domestic Violence Working Group dedicated to eliminating domestic violence in all forms – the service included readings, songs and prayers reflecting upon what it means to be a father. Participants were encouraged to teach their sons and daughters about healthy relationships and had an opportunity to sign a pledge promising never to commit, condone or remain silent about domestic violence.

For more information about Men Against Abuse, contact Lenny DeBenedictis, LICSW, of the Employee Assistance Program, at (617) 724-2206; Jim Hefferman, chief financial officer for the MGPO, at (617) 726-2684; or visit *www.massgeneral.org/menagainstabuse.*

MGH HOTLINE



# Three giants support a worthy cause

**MGH Cancer Center** friends and supporters convened under the Bulfinch Tent May 29 for a luncheon celebrating the establishment of a new position created to add greater support for cancer patients at the MGH – the American Cancer Society (ACS) patient navigator for the Francis H. Burr Proton Therapy Center. In collaboration with the MGH Cancer Center, this position – currently held by Abby Losordo, formerly of MGH Social Services – was made possible by a generous gift from AstraZeneca (AZ) and reflects the commitment of all three organizations to helping cancer patients and their families gain access to vital cancer resources and support. In addition to informing patients about ACS resources, the navigator orients patients and families to the network of MGH services – such as MGH Social Services, the HOPES Program and the Cancer Resource Room. The navigator also serves as their point of contact for various outside resources – including lodging, transportation and childcare – that help make their time in cancer treatment easier.

Peter L. Slavin, MD, MGH president, remarked, "Simply put, patient outcomes improve with navigators. With Abby's help, patients' needs for information, day-to-day help and emotional support will be effectively anticipated and met."

Leaders from AZ and the ACS then spoke, thanking the MGH Cancer Center for the dedication and support that led to the creation of the new position. Losordo, who has served as navigator for the past three months, has already received 110 patient referrals. In her remarks, she described an orthodox Jewish patient who had come from abroad to be treated at the MGH. Because he was unfamiliar with his new surroundings, she put him in touch with an orthodox Jewish community in the area and helped him locate kosher restaurants and foods nearby.

"Patients are just so happy to have a face to put with a name," said Losordo. "I'm happy to be their 'go-to' person around the Proton Center, and it's wonderful to know that patients feel comforted by my presence."

For more information about the Cancer Center, access *www.massgeneral.org/cancer.*

**NAVIGATING CANCER RESOURCES:** *From left, Nancy Kane, MS, RN, AOCN, vice chair of the ACS New England Division Board of Directors; Thomas F. Delaney, MD, clinical director of the Francis H. Burr Proton Therapy Center; Slavin; Losordo; Donald J. Gudaitis, chief executive officer of the ACS New England Division; and Lisa Schuenberg, vice president of Specialty Care for AZ.*

Quality&Safety

## Excellence every day

**Excellence in patient** care and safety, which includes compliance with Joint Commission standards, is a hospitalwide priority that benefits patients and their families and defines the work of MGH staff and employees. To promote the ongoing focus on quality and safety, the MGH Joint Commission Communications Subcommittee – a subgroup of the MGH Joint Commission Operations Committee – will be launching an "Excellence Every Day" campaign. The initiative promotes Joint Commission readiness and aims to assist managers and supervisors in promoting quality and safety topics directly to their staff.

Results from a recent survey indicated that employees rate staff meetings and announcements from their managers as most effective in communicating key messages. With this in mind and sporting a new "Excellence Every Day" logo – which will be unveiled in the coming weeks on the first of a series of Joint Commission readiness posters – the campaign will include several helpful components for supervisors to communicate quality and safety information to their staff. These include a toolkit to facilitate communication about priority compliance topics, a revamped FYI paper and poster campaign and a redesigned Joint Commission intranet site where managers and supervisors can find compliance "hot topics" and other useful tools to equip their staff with the tools to practice excellence every day.

On June 16, the window of opportunity for the Joint Commission to survey the MGH opened. As the "Excellence Every Day" campaign unfolds, more information will be included in upcoming issues of *MGH Hotline.* For questions, contact Joint Commission Communications Subcommittee co-chairs Akin Demehin at *ademehin@partners.org* or Suzanne Kim at *skim41@partners.org.*

Quality&Safety

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MGH HOTLINE



## What's Happening

**Wellman Center Lecture Series**
The Wellman Center Lecture Series, presented by the MGH Wellman Center for Photomedicine, will host "The Quest for Effective Immunotherapy in Melanoma" June 24, from noon to 1 pm in the Thier Conference Room with a reception immediately following. Gerald Linette, MD, PhD, of the Washington University School of Medicine, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

**Cancer survivors celebration**
The MGH Cancer Center, the Blum Cancer Resource Rooms and the Network for Patients and Families will host a celebration for cancer survivors June 24, from 9 am to 5 pm. Cancer survivors and their families are invited to stop by the Blum Cancer Resource Rooms; the Yawkey Center, eighth floor; and the Cox Building, 1st floor; for refreshments, activities and workshops from the HOPES Program. For more information, call the Blum Cancer Resource Room at (617) 724-1822.

**Research Fellows Poster Celebration**
The MGH Office for Research Career Development will host the third annual Research Fellows Poster Celebration June 24, from 4 to 6 pm in the Bulfinch Tent. For more information, call (617) 643-1606 or e-mail *orcd@partners.org.*

**Power Lunch volunteers needed**
Beginning in September, volunteers are needed to participate in the Power Lunch program – a lunchtime literacy and mentoring program for elementary school-age children – through MGH Chelsea. MGH volunteers are paired with students at the Edgar A. Hooks School in Chelsea. For more information or to volunteer, call Luz Betancourt at (617) 887-3789.

## In General

**Richard Hodin, MD,** of the MGH Department of Surgery, has been elected chairperson of the Clinical and Integrative Gastrointestinal Pathobiology Study Section at the Center for Scientific Review (CSR). The CSR serves as the portal for grant applications to the National Institutes of Health and helps assess these applications for scientific merit. Hodin's two-year term will begin in July.

**Peter L. Slavin, MD,** president of the MGH, has been elected to the Massachusetts Institute of Technology Corporation, which is the school's board of trustees.

**James H. Thrall, MD,** MGH radiologist-in-chief, has been elected chair of the Board of Chancellors of the American College of Radiology (ACR), a nonprofit organization serving more than 32,000 radiologists, radiation oncologists, interventional radiologists, nuclear medicine physicians and medical physicists. Thrall is the immediate past chair of the ACR Commission on Molecular Imaging, a member of the ACR Foundation and the ACR website advisory committee and serves on the editorial board of the *Journal of the American College of Radiology.*

Three MGH researchers were among those selected by the Howard Hughes Medical Institute to receive 2008 Early Career Physician-Scientist Awards. MGH recipients **Regina LaRocque, MD,** of the MGH Infectious Disease Unit; **Joshua Roffman, MD,** of MGH Psychiatry; and **Paul Yu, MD, PhD,** of the MGH Heart Center, will all receive $375,000 over five years.

SAVE THE DATE
Peter L. Slavin, MD, president of the MGH,
invites all MGH employees, staff and volunteers to the
MGH Annual Employee Summer
PICNIC
Wednesday, June 25, 2008
11:30 am to 2 pm
Join us for lunch, games, music and MGH Idol!
A complimentary picnic-style lunch, provided by MGH Nutrition & Food Service Department, will be served from 11:30 am to 2 pm under the Bulfinch Patio tent, rain or shine. New this year, don't miss the MGH Idol finalists as they perform to be named the first MGH Idol!
For evening and night shift employees, refreshments and games will be available from 10 pm to midnight under the Bulfinch Patio Tent.

**Submit news tips and story ideas to the *MGH Hotline***

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
Aldona Charlton, designer, at (617) 726-7539;
David Avruch, contributing writer;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.
*www.massgeneral.org/news/*
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June 27, 2008

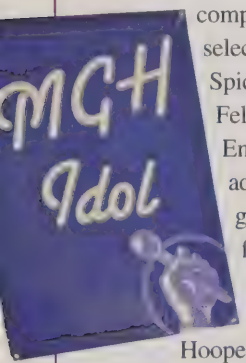
# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**FUN IN THE SUN:** *MGHers enjoy the picnic festivities.*

## *Food, fun and friends: MGHers enjoy annual summer picnic*

**Thousands of MGHers** flocked to the Bulfinch lawn June 25 to enjoy one of the hospital community's most highly-anticipated events: the annual employee summer picnic. Hosted by Peter L. Slavin, MD, president of the MGH, the celebration featured carnival games, music and catering by MGH Nutrition and Food Services, which provided boxed lunches to thousands of hungry employees at both the daytime picnic and an event later that day for evening and night-shift staff. A special highlight of the picnic was the first-ever MGH Idol competition, the hospital's version of the popular television show "American Idol." During the contest, seven finalists – selected from among more than 40 employee contestants – performed popular songs for the crowd and judges Maryanne Spicer, director of the MGH Administrative Fellowship; Bill Banchiere, director of Environmental Services; Olako Agburu, administrative fellow; and special celebrity guest judge Wes Welker, wide receiver for the New England Patriots. Audience members voted for their favorite singers, ultimately crowning Scott Hooper of Information Systems as the first MGH Idol. The other talented finalists were Isa Katimy of Police and Security; Brandon Clarke of Nutrition and Food Services; David Maldonado of MGH Downtown; June Cottrell of MGH Beacon Hill; Michelle Dorn of Immunopathology; and Christine Joyce of the Cardiac Catheterization Lab. ●



**A STAR IS BORN:** *The first MGH Idol is selected.*

## *Acromegaly Patient Education Day*

**Acromegaly is a rare disorder** in which the pituitary gland produces an excessive amount of growth hormone, causing extremities to grow to an abnormally large size and potentially resulting in heart, lung and metabolic problems. On May 30, the MGH Neuroendocrine Clinical Center hosted an Acromegaly Patient Education Day, helping patients and families understand the symptoms of the condition, learn about the latest advances in treatment and meet other patients. For information about acromegaly treatment at the MGH, visit *pituitary.mgh.harvard.edu.* For information about participating in clinical research studies, contact Karen J.P. Liebert, RN, BSN, at (617) 726-7473 or call the Neuroendocrine Clinical Center at (617) 726-7948. ●

**EDUCATING PATIENTS AND FAMILIES:** *Back row, from left, Liebert and Andrea Utz, MD, PhD. Front row, from left, Michelle Gurel, RN, BSN; Anne Klibanski, MD, chief of the MGH Neuroendocrine Unit; and Karen K. Miller, MD*

Quality&Safety

## Adopting process improvement across the MGH

**A process can simply be** described as a series of steps and decisions involved in accomplishing a goal. At the workplace, most daily administrative and operational activities involve a process – in fact, a lot of processes.

Process improvement, an important MGH initiative, is the identification, analysis and improvement of existing processes to enhance the way tasks are done to improve quality and safety, enhance patient satisfaction and reduce waste. Intended to advance the ongoing work in quality and safety, service and efficiency at the hospital, process improvement already has been conducted in more than 20 areas with many valuable benefits reaped and lessons learned.

Recently, process improvement has been further developed at the MGH under the leadership of Dan Ginsburg, MGPO president and chief operating officer and MGH/MGPO senior vice president for Cancer and Women's Programs; with Gregg Meyer, MD, senior vice president for the MGH/MGPO Center for Quality and Safety (CQS); Mary Cramer, director of the Process Improvement Program; and the Process Improvement Champions Group. The champions group, comprising Elizabeth Mort, MD, vice president for CQS and MGH associate chief medical officer; Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; Jean Elrick, MD, senior vice president for Administration; Sally Mason Brenner, senior vice president for Finance; and Nancy Gagliano, MD, vice president of Practice Improvement; works to ensure the effective design and implementation of the process improvement program across the hospital.

To help make process improvement a way of life at the MGH, GE Healthcare Performance Solutions has been hired to work with eight MGH staff members – known as process improvement facilitators – engaging them in classroom instruction and hands-on training to teach them the best ways to conduct a successful process improvement project at the hospital. Members of this group are Arjun Rao, Ken Scheer and Suzanne Sokal from CQS; Dan Kerls from Patient Care Services; Sanjay Chaudhary and Joan Strauss from Practice Improvement; Joe Albano from Finance; and Nicole Green from the Professional Billing Office. Recently, the team initiated a project to improve the flow of inpatients in the electrophysiology lab. The outcome of their project will be shared in an upcoming issue of *MGH Hotline.*

As the facilitators complete their training, they will transfer their skills and knowledge to others to further promote process improvement throughout the hospital. For more information, contact Cramer at *mcramer@partners.org.*

**FACILITATING IMPROVEMENTS:** *From left, standing, Strauss, Rao, Chaudhary, Cramer and Green. From left, seated, Lambert, Scheer and Albano.*

MGH HOTLINE

# Boston Health and Fitness Expo a success

**Attracting** more than 74,000 visitors, the MGH and other Partners hospitals teamed up with Channel 7 News/CW 56 to present the second annual Boston Health and Fitness Expo June 21 and 22 at the Hynes Convention Center.

**MOO-VING DISPLAY:** *Expo attendees learn about heart health.*

Full of fun activities and interactive exhibits, the expo highlighted many important health topics. Visitors to the MassGeneral Hospital *for* Children exhibit had the opportunity to see and touch real cow hearts to learn about cardiovascular health, and a showcase of the MGH Centers of Excellence provided information about the hospital's programs in cancer, physical and occupational therapy, digestive health, pediatrics and cardiovascular disease. Visitors also were able to take advantage of free screenings for skin cancer and carotid artery disease. Other MGH offerings included bicycle helmet fittings and giveaways, presentations by leading MGH experts and an "Ask the Expert" segment in which a team of Heart and Vascular Center clinicians provided one-on-one consultations and balance assessments. Hundreds of volunteers from throughout the MGH and Partners helped make the expo a tremendous success. ●

**DON'T WORRY, BE HAPPY:** *From left, Jeff Davis, senior vice president of Human Resources; Carlyene Prince-Erickson, director of MGH Employee Education and Leadership Development; Ben-Shahar; and Michael Nazzaro, manager of Employee Education Programs*

# MGHers learn about being "Happier"

**The keys to** being "happy" was the topic of the first of a series of MGH Leadership Academy special guest lectures May 28. Harvard University lecturer Tal Ben-Shahar, PhD, author of "Happier: Learn the Secrets to Daily Joy and Lasting Fulfillment," presented "Positive Psychology: The Science of Happiness," to a packed room in the Starr Conference Center. As the instructor of Harvard's most popular undergraduate course, Ben-Shahar explained to approximately 250 MGH managers and leaders what he has identified as keys to achieving happiness.

Among the tips were giving oneself permission to be human; engaging in meaningful activities, such as volunteerism and charity; simplifying one's life; regularly exercising the body; and maintaining a sense of gratitude whenever possible. Ben-Shahar also encouraged audience members to understand that emotions such as fear and anxiety should not be avoided but rather accepted as opportunities to learn.

For more information about the MGH Leadership Academy, access *www.massgeneral.org/leadershipacademy.* ●

# MGH leadership meeting provides key updates

**The recent** hand hygiene compliance results, the fiscal year '09 budget and progress on the construction of the Building for the Third Century (B3C) were featured topics at the June 19 MGH leadership meeting.

Peter L. Slavin, MD, MGH president, welcomed managers and supervisors in the O'Keeffe Auditorium and announced that recent hand hygiene compliance rates for May reached 94 percent before and 98 percent after contact. He congratulated the 27 units that achieved 90 percent compliance before and 35 units that achieved 90 percent after contact. He also stressed that while the MGH reached a hospitalwide goal of 90 percent before and after contact for two months last fall and again in May, the ultimate goal is to reach 100 percent compliance at all times.

Next, Sally Mason Boemer, senior vice president for Finance, provided a brief update on the fiscal year '09 budget process. She explained that managers and supervisors have been working hard to reach their targets and that progress is continuing to be made. Both Mason Boemer and Slavin thanked managers and supervisors for their efforts.

Jean Elrick, MD, senior vice president for Administration, announced that construction of the B3C is on schedule, and the building is expected to be completed in 2011 – the year of the MGH's bicentennial. Denise Palumbo, RN, MSN, executive director of Radiology and director of B3C Operations Planning, presented a video clip showing photographs of the demolition of the Vincent Burnham Kennedy, Tilton and Clinics buildings to the music of Bruce Springsteen's "I'm Goin' Down." She explained that the teamwork of the Thrive B3C Operations Committee – along with its Noise, Vibrations and Particulate Committee working with MGH nursing directors and Buildings and Grounds staff – has mitigated most, if not all, potential for hospital disruptions and work stoppages to date. David Hanichak, director of MGH Planning and Construction and Partners Real Estate project executive, then provided a broad overview of the next stage of construction – the slurry wall phase. An in-depth description of the slurry wall phase will be included in the next issue of *MGH Hotline* and will be available on the B3C website at *www.massgeneral.org/building3c.*

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MGH HOTLINE

**COMING TOGETHER FOR A CURE:** *MGHers participate in the Avon Walk for Breast Cancer.*

## Walking for a cure

**More than** 2,900 breast cancer research supporters, including dozens of MGHers, laced up their walking shoes May 17 and 18 for the 2008 Avon Walk for Breast Cancer. For the fifth year, the hospital served as the medical sponsor for the event, which provides support to a number of area organizations including the MGH – an Avon Foundation Center of Excellence. At last count, $6.9 million had been raised through this year's event, with $600,000 going toward continuing Avon Foundation-funded research studies as well as access to care programs at the Avon Center at MGH and community health centers serving women in the area.

Many of the MGH staff members who volunteered for the medical crew were members of the Emergency Department, including David Brown, MD, medical director for the event; Linda Kelly, RN, the nurse team leader; and Ruth Stokes, the MGH administrator. Other volunteers represented a variety of departments such as the MGH Cancer Center, Nursing, Pharmacy and Administration.

The MGH has served as the medical team for the Avon Walk for Breast Cancer since the event was established in 2002. Since its inception, the walk has helped raise millions of dollars for breast cancer prevention, research and education.

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### What's happening

**Change in *Hotline* schedule**
*MGH Hotline* will not be published the week of July 4. The regular printing schedule will resume July 11. For more information, call (617) 726-2206 or e-mail *hotline@partners.org.*

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: hypertension screenings July 7, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St.; a lecture, "Blood Pressure: What Works Best for You?" July 7, from 10:30 to 11:30 am at the West End Senior Center with guest speaker Diane Connor, RN, MS, wellness nurse with Senior HealthWISE; and a "Plunge into Fitness" exercise class from 11 am to noon at the Clubs at Charles River Park, with lunch served from noon to 1 pm. Registration is required for the exercise class. For more information or event registration, call (617) 723-6756.

July 11, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**BREAKING GROUND FOR THE FUTURE:** *From left, Buuck, Torchiana, Saba, Elrick, Lawrence, Ortiz, Seymour and Slavin*

## *Teamwork is the hallmark of the B3C construction*

**As the saying goes,** it takes a village to raise a child. Likewise, it takes a dedicated team to raise a 530,000 square-foot building. MGHers, special guests and the teams that have been involved in planning, designing and managing the construction of the MGH's new clinical facility, the Building for the Third Century (B3C), gathered June 20 to mark the project's official groundbreaking.

Every detail of the major building project – including the demolition of the Clinics, Vincent Burnham Kennedy and Tilton buildings – has been planned and managed by staff from MGH Planning and Construction, Partners Real Estate, Administration, the Thrive B3C Operations Committee, the Development Office, Turner Construction and NBBJ Architects. In addition, nursing directors, physicians and other caregivers have worked with planners and architects to help design clinical areas.

"The teams we have put together for this building are characteristic of the teams that work tirelessly here at the MGH every day to provide the best patient care anywhere," said Jean Elrick, MD, senior vice president for Administration. "Today, we are gathered to acknowledge this milestone in the building's development and the championship caliber work of those teams in designing and building this critical patient care facility."

Participating at the event were special guests David Ortiz of the Boston Red Sox and Richard Seymour of the New England Patriots. Serving as examples of the power of teamwork, Ortiz and Seymour joined Elrick; Peter L. Slavin, MD, MGH president; David F. Torchiana, MD, MGPO chairman and CEO; Edward P. Lawrence, Esq, chair of the MGH Board of Trustees; Charles Buuck of Turner Construction; and Joan Saba of NBBJ Architects. At the construction site, Ortiz and Seymour each expressed their gratitude to the MGH and

*(Continued on page 2)*

## *U.S. News* ranks the MGH among top hospitals

**The MGH has again** earned top honors on the *U.S. News & World Report* annual Honor Roll of America's Best Hospitals, ranking fifth nationally. The MGH also was among the nation's top 10 hospitals in the following specialties: cancer, digestive disorders, endocrinology, geriatrics, heart and heart surgery, kidney, neurology and neurosurgery, orthopædics, respiratory disorders, psychiatry and rheumatology. For the 13th consecutive year, MGH Psychiatry was ranked the leading program in the

*(Continued on page 4)*

## —Groundbreaking

*Continued from page 1*

its team of caregivers and presented the hospital with signed team jerseys. As symbols of the importance of teamwork, the jerseys will be temporarily on display at Coffee Central. The group then put hands to shovels to ceremonially break ground and mark the construction phase of the B3C.

Ortiz and Seymour also donated signed jerseys to another special guest, Robert Deveau. An MGH patient, Deveau came to know many on the B3C project team because he often watched the demolition activity from his Ellison 8 window when he was awaiting heart and kidney transplants last year. In fact, Deveau became known as the "window superintendent" by Turner Construction staff. Deveau received both transplants early this year and made a special trip from his home in Connecticut to mark the groundbreaking as a representative of all the patients under the care of the MGH today and the many thousands more who will be treated by the MGH in the B3C in the future. ●

## *In memoriam: Charles J. McCabe, MD*

**Charles J. McCabe, MD,** a member of the MGH Department of Surgery and associate chief of MGH Emergency Services, died July 7 of complications from melanoma. He was 60 years old.

McCabe received his bachelor's degree from Notre Dame University in 1970 and his medical degree from New Jersey College of Medicine and Dentistry in 1974, joining the MGH as an intern in general surgery that same year. A diagnosis of multiple sclerosis toward the end of his training led him to explore a new path in emergency medicine, where he quickly became a beloved educator and mentor for the surgical residents and medical students who rotated through the MGH Emergency Department. Also a professor of Surgery at Harvard Medical School, McCabe was devoted to his students and received many teaching honors, including the Harvard Faculty Teaching Award in 1987, 1994 and 1997 and the Harvard Medical School Special Faculty Prize for Sustained Excellence in Teaching in 2006.

Among McCabe's other appointments, from 1983 to 1992 he served as the state medical director for the Office of Emergency Medical Services, a division of the Massachusetts Department of Public Health. He also was a member of numerous professional societies and served on the editorial boards of many journals, holding posts as editor of the *American Journal of Emergency Medicine* and *Emergency Care Quarterly.*

McCabe is survived by his wife, Rose, his daughter, Krista, and many relatives, friends and colleagues. A funeral service will be held July 14, at 10 am at St. Joseph's Church at 68 William Cardinal O'Connell Way in Boston.

## *In memoriam: Alexander V. d'Arbeloff*

**Alexander V. d'Arbeloff,** an honorary MGH trustee and former member of the boards of trustees for the MGH, Partners HealthCare and Partners Community HealthCare, Inc. (PCHI), died July 8 of complications from a glioblastoma. He was 80 years old.

D'Arbeloff was born in France, growing up both there and in South America before coming to the United States in 1938. After graduating from the Massachusetts Institute of Technology (MIT) in 1949 with a degree in Management, in 1960, he and fellow classmate Nick DeWolf established Teradyne, a manufacturer of automatic test equipment and interconnection systems for the electronics and telecommunications industries. D'Arbeloff served as president and chief executive officer of the organization, leading the company's growth from $13 million to more than $1 billion in annual sales before his retirement.

At the MGH, d'Arbeloff was a dedicated member of the Board of Trustees from 1986 to 1999, when he was then named an honorary trustee. He also served on the Board of Trustees for Partners from 1995 to 1998, was a PCHI trustee from 1995 to 1997 and served with the Partners Corporation beginning in 1994. A longtime supporter of CIMIT along with his wife Brit, d'Arbeloff provided funding and support to a number of the organization's important research initiatives and fellowship programs, including the annual Alexander V. d'Arbeloff Research Fellowship.

D'Arbeloff is survived by his wife and their four children, Katherine, Eric, Matthew and Alexandra; their six grandchildren and other family members, loved ones and friends. Funeral and burial services are private. In lieu of flowers, gifts may be made to the d'Arbeloff Fund for Excellence in Education at MIT and can be mailed to the Office of Memorial Gifts, 600 Memorial Drive, W98, Cambridge, MA 02139.

MGH HOTLINE



# *Slurry wall construction: Building a foundation for the future*

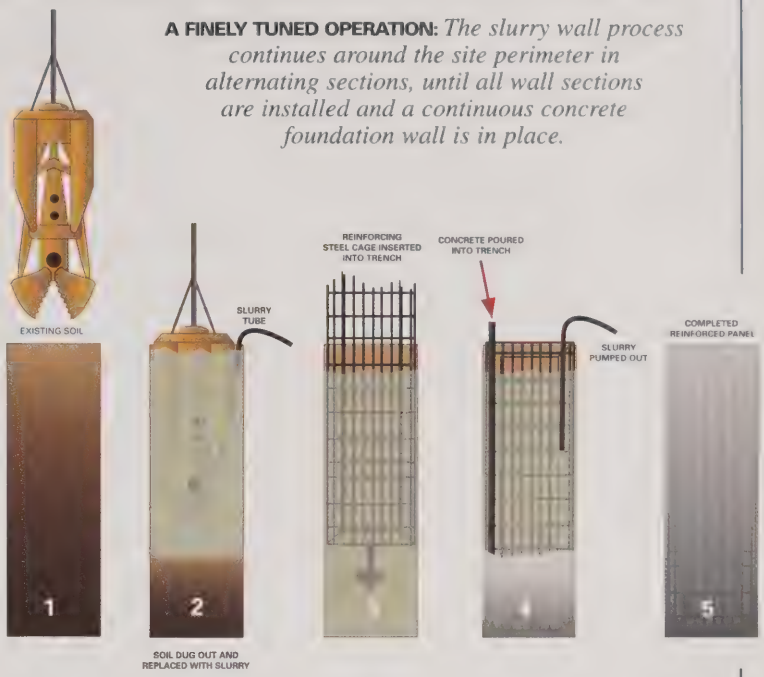
**Now that the demolition** of the Clinics, Tilton and Vincent Burnham Kennedy buildings has been completed and the site cleared, construction of the new clinical facility, the Building for the Third Century (B3C), begins a new phase. Onlookers can expect to observe the first step of the creation of the building's foundation – the construction of the slurry wall.

The slurry wall process results in the construction of a concrete wall perimeter that sets the stage for the excavation of the underground floors and essentially creates the basement walls of the new building. Already, construction crews have prepared the site for the slurry wall phase that begins this month and ends in December.

The first step includes the digging of 41 trenches each approximately 20-feet-wide, two-and-a-half-feet-thick and 100-feet-deep around the perimeter of the site. Approximately two to four digging operations will occur each day along the perimeter throughout the next months. In the center of the site, construction workers will be building steel cages to fit inside each trench.

Clamshell digger cranes will create the trenches, excavating the soil, which will be loaded onto trucks and taken away via Charles Road. Approximately 11,000 cubic yards of earth will be removed during the six months of slurry wall construction.

As each trench is dug, it is filled with slurry, a heavy liquid consisting of bentonite and resembling a thick brown milkshake. Filling the trench with slurry prevents the hole from collapsing during excavation. As the clamshell excavators pull out soil through the slurry, the soil becomes loose as it is loaded into trucks at the surface.




**A FINELY TUNED OPERATION:** *The slurry wall process continues around the site perimeter in alternating sections, until all wall sections are installed and a continuous concrete foundation wall is in place.*

After the trenches are dug, large reinforced steel structures resembling cages will be hoisted by crane and vertically inserted into each slurry-filled trench. It is important to note that during this step traffic temporarily may be rerouted for a short time along the White Ramp and Fruit Street for safety purposes, and pedestrians may be redirected to alternate paths by MGH Police and Security. Once the cage is in place, concrete is placed into the trench, displacing the slurry. At the same time, the slurry is pumped out and reused for another panel. This process continues along the perimeter in alternating sections until all wall sections are installed. The concrete inside each trench "cures" or hardens over a period of several days.

Following the slurry wall construction phase, up-down construction will begin during the winter months. This involves the simultaneous digging of the four underground levels and the building of the structural steel frame for the 10 aboveground floors.

Vibrations and noise from ongoing construction may be noticeable throughout construction of the B3C, which is scheduled to be completed in in 2011. With the Thrive B3C Operations Committee and its Noise, Vibration and Particulate Subcommittee and contractors working together, individuals can be assured that all precautions are being taken and safety is paramount. MGH staff and employees are encouraged to report any construction-related concerns at any time to their supervisors or to the MGH Buildings and Grounds Call Center at (617) 726-2422. For more information about the B3C, visit *www.massgeneral.org/building3c.* ●

**WALKING WITH PRIDE:** *MGHers and their families support the Gay Pride Parade.*

## MGHers at Boston Gay Pride Parade

**Approximately 40 MGHers** from the MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group joined thousands of individuals marching in Boston's annual Gay Pride Parade June 14. The theme of this year's parade, "Sustaining Our Community, Conserving Our World," focused on ways that diverse groups of individuals can come together as a community to create a more green and more sustainable world that focuses on the environment, health care issues and social reform. For more information about the MGH LGBT group, send an e-mail to *LGBTmhg@partners.org.*

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a film screening of "Field of Dreams," July 16, from 3 to 5 pm at the West End Library; a book club discussion of "Shoeless Joe" July 17, from 3 to 4 pm at the West End Library; and a lecture series, "Nutrition and Exercise for Better Mental Health" July 17, from 11 am to noon in the Haber Conference Room with guest speaker Peg Biam, NP, MS, of the Benson-Henry Institute for Mind Body Medicine at MGH. For more information, call (617) 724-6756

**Safe patient handling equipment fair**
The Norman Knight Nursing Center for Clinical & Professional Development and MGH Occupational Health Service will host a Safe Patient Handling Equipment Fair featuring in-house equipment resources for keeping staff and patients safe July 23, from 11 am to 5:30 pm in the Bulfinch Tent. Guests can enjoy snacks, door prizes and equipment demonstrations. For more information, e-mail *eechlinoday@partners.org*.

## IN GENERAL

The Association of Women Surgeons (AWS) has honored **Jennifer Lafemina, MD,** a resident in the MGH Department of Surgery, with the 2008 Outstanding Resident Award. Established in 1999, the award recognizes a woman surgery resident who has outstanding leadership abilities, serves as a role model for colleagues and demonstrates overall excellence in the field. An awards ceremony will be held in San Francisco this October.

**Laurence Ronan, MD,** of the MGH Department of Medicine and director of the MGH's Thomas S. Durant, MD, Fellowship in Refugee Medicine, has been awarded the 2008 Dean's Community Service Lifetime Achievement Award from Harvard Medical School (HMS) for his work with the fellowship program. The award recognizes individuals who have made outstanding efforts to serve local, national and international communities and includes a $1,000 donation from HMS to the organizations represented by the honorees.

The Society of National Association Publications has awarded **Richard Schrenker,** systems engineering manager in the MGH Biomedical Engineering Department, a bronze medal in the category of Scholarly Publications – Feature Articles for his article "Learning from Failure: The Teachings of Petroski," which appeared in the September/October 2007 issue of *Biomedical Instrumentation and Technology*.

## — U.S. News

*Continued from page 1*

country. A full list of the MGH specialties and rankings is below.

The honor roll will appear in the July 21 issue of the magazine, which will be available on newsstands July 14. For more information about the Best Hospitals issue, visit www.usnews.com.

| | |
|---|---|
| Cancer | 7 |
| Digestive Disorders | 4 |
| Ear, Nose and Throat | 11 |
| Endocrinology | 2 |
| Geriatrics | 4 |
| Gynecology | 17 |
| Heart and Heart Surgery | 4 |
| Kidney | 5 |
| Neurology and Neurosurgery | 3 |
| Orthopædics | 4 |
| Psychiatry | 1 |
| Respiratory Disorders | 4 |
| Rheumatology | 8 |
| Urology | 12 |

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***www.massgeneral.org/news/***

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**For a copy of *MGH Hotline* guidelines, please call (617) 726-2206**

July 18, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *A job well done: Celebrating operations support staff*

**Around the clock,** members of the MGH's operations support staff work tirelessly to keep the hospital running smoothly. Whether they are Environmental Services staff who help keep the hospital environment clean, staff from Police, Security and Outside Services who maintain safety and security around the campus or employees who fill other important service roles, their contributions are vital in helping the hospital operate on a daily basis.

On June 18, the MGH hosted its annual Operations Support Staff Day luncheon in the Bulfinch Tent to honor these special employees. More than 4,300 support staff employees were invited to the festivities, which also included the presentation of the annual Ricardo Diaz Memorial Award. Named in honor of Ricardo Diaz, an MGH employee who held several positions with MGH Environmental Services and MGH Buildings and Grounds and who tragically died in 2003 while plowing snow from the sidewalks surrounding the hospital, the award recognizes support staff employees

*(Continued on page 2)*

**EMPLOYEE EXCELLENCE:** *From left, George MacNeil, director of Buildings and Grounds; Peter L. Slavin, MD, president of the MGH; Canales, Diaz award recipient; Bill Banchiere, director of Environmental Services; and Jean Elrick, MD, senior vice president for Administration*

## Primary care innovation across Partners

**Recommendations** for the enhancement of primary care across Partners was the featured topic at the June 27 John D. Stoeckle Center for Primary Care Innovation seminar. Attendees learned about several innovative plans to address current challenges in primary care from several key members of the Partners Primary Care Task Force: Britain Nicholson, MD, chief medical officer; Sally S. Iles, associate vice president for Medicine and Primary Care Services; Valerie E. Stone, MD, associate chief of the General Medicine Unit; and Greg Pauly, executive director of Primary Care Administration.

Established last fall under the auspices of Partners HealthCare President James J. Mongan, MD, the Partners Primary Care Task Force is co-chaired by Nicholson and Bob Goldszer, MD, MBA, former BWH associate chief medical officer and director of Primary Care. The group comprises 26 members – primary care physicians, specialists and administrative members – and has worked to examine and address issues that affect the recruitment and retention of primary care physicians. The task force's three subcommittees include over 100 members comprising the Practice Redesign Subcommittee, Career Development Subcommittee and Compensation Subcommittee.

Among the recommendations made include changing the model of care to make it easier for primary care physicians to provide better care to more patients; improving the training, recruitment and career development for physicians at all stages of their careers; and developing a compensation plan that promotes success in recruiting and retaining General Internal Medicine physicians.

**PRIMARY CARE INNOVATORS:** *From left, Pauly, Iles, Stone and Nicholson*

Task force members will continue to share their recommendations across Partners. And, a plan to implement the recommendations currently is underway with the goal of making incremental changes over the next few years. Key parameters of care – such as access, patient experience, quality indicators, staff satisfaction and health care costs – will be monitored closely to gauge the success of this initiative.

# Safe handling of chemotherapy drugs examined

**As part of a** continuing effort to ensure employee and patient safety in the handling of chemotherapy drugs, the MGH Hazardous Drug Safety Task Force (HDSTF) has closely examined a number of areas where staff members prepare, administer and dispose of the drugs in a first-of-its-kind study. Recently, Harry Demonaco, MS, senior clinical associate for the Clinical Care Management Unit, and Jackie Somerville, RN, PhDc, associate chief nurse, shared results from the first phase of the study with the Council for Technology Adoption and Innovative Process Promotion (CTAIPP) in an interim report June 6.

Demonaco and Somerville explained that based upon the sample collections and assays, results indicated residual levels of chemotherapy drugs in the workplace with patterns suggesting contamination due to handling techniques. They also noted that there was consistent residual contamination on and around biohazard containers, and using high-speed photography, they found that aerosolization of the drugs does not appear to be an issue.

"Based on these findings, we conclude that intermittent environmental contamination appears to be a direct result of employee 'hand-to-environment contamination,'" says Demonaco. "Therefore, closed IV systems or devices would not ensure safety, but rather strict adherence to existing policies and procedures will greatly reduce employee risk."

To address the low levels of workplace contamination, HDSTF members and representatives from Nursing, Environmental Services and Pharmacy convened May 31 to examine the policies and procedures for handling chemotherapy drugs. Viewing a series of simulations of chemotherapy drug preparation, administration and disposal, the team began work on identifying steps to revise policies and procedures. The group also developed a set of guiding principles for the revision project. These include the understanding that it is not possible to completely eliminate hazardous drugs in the environment or exposure; hands are the primary vector for spreading contamination; and all persons having contact with hazardous drugs should view personal protective equipment as community protective equipment, accept responsibility for the safe containment of hazardous waste and follow safe handling and disposal practices. A set of revised policies and procedures is scheduled to be available this summer.

"Our goal is to continue to increase our understanding of the problem and, based on sound information, make changes that continually increase the level of protection for employees," says Somerville.

**ACHIEVING THEIR DREAMS:** *Helen Witherspoon, program manager for the MGH Workplace Education Program (far right) and Massachusetts State Rep. Linda Dorcena Forry (center) meet and greet program participants during the reception.*

# *Learning English with the Workplace Education Program*

**When Marina Guerrero** of MGH Operating Room Administration came to the United States from El Salvador, she found American culture – and particularly the English language – very confusing. Today, an MGH employee for six years, Guerrero feels comfortable in her new country and credits this in part to her success learning English with the MGH English for Speakers of Other Languages (ESOL) Program, which she completed four years ago.

Guerrero shared her experience with the program as a speaker at the 13th annual MGH Workplace Education Program's Celebration of Achievement event June 6 under the Bulfinch Tent. "Now I can see how this English class helps me a lot in my daily life, in my job and with my children," she said. "I am so happy because the MGH gave me the opportunity to make my life better."

Guerrero was one of 102 adult learners honored at the reception that included speakers Carlyene Prince-Erickson, director of Employee Education and Leadership Development; Jeff Davis, senior vice president for MGH Human Resources; and Jerry Rubin, president of Jewish Vocational Services, the organization that provides the ESOL instructors. "The MGH is the gold standard in offering ESOL to employees and has set an example for other companies in the Boston area to do the same," said Rubin.

With family members, coworkers and managers in the audience, students from the program read samples of their ESOL work, sharing personal stories about their home countries, their jobs at the MGH and aspects of their daily lives. As a highlight of the event, each class participant received a certificate of completion. ●

# — *Support staff*

*(Continued from page 1)*

who embody the same dedication, teamwork and work ethic that Diaz demonstrated. This year's award was presented to Margarito Canales of the MGH Chelsea HealthCare Center's Environmental Services.

Canales, who has worked at the MGH for six years and is beloved among his colleagues at MGH Chelsea for his enthusiasm, commitment and friendly manner, accepted his award plaque and check to the cheers of family members, colleagues and friends. His name, along with all those of this year's nominees, will be added to the Employee Wall of Recognition on Ellison 1. ●

MGH HOTLINE



# New HMS professorship named for Gerald S. Foster, MD

**Gerald S. Foster, MD,** an internist and attending physician in the MGH Department of Medicine for more than 50 years, recently was honored with an endowed professorship at Harvard Medical School (HMS), the Gerald S. Foster Academy Professorship in Medicine. The professorship was given by grateful patients in recognition of Foster's long and distinguished academic and medical career.

**PROFESSORIAL INSPIRATION:** *From left, Foster, Ausiello and Treadway*

During a recent celebration at HMS, Foster was joined by many guests including Peter L. Slavin, MD, president of the MGH; Dennis Ausiello, MD, chief of the MGH Department of Medicine; Jeffrey S. Flier, MD, dean of the Faculty of Medicine at HMS; and Katharine K. Treadway, MD, of MGH Internal Medicine and the chair's first nominated incumbent. "For many years Dr. Foster has been a role model to me, and like many others I have looked to him on countless occasions for his invaluable wisdom and guidance," says Slavin. "He not only is an outstanding clinician, but also an inspiring teacher, and I am privileged to count him as a mentor, a colleague and a friend."

Foster first came to the MGH in 1951 for his internship and residency in Medicine. He has served on many hospital committees, including 40 years as a member of the Medical Internship Selection Committee and 30 years as chair of the Patient Record Committee, which later became the Clinical Policy and Record Committee that he co-chaired with Sally Millar, RN, of Patient Care Services. At HMS he is an associate clinical professor of Medicine and has taught in all four years of the medical school curriculum. He also was the faculty associate dean for Admissions from 1982 to 1998, during which time he presided over the selection of nearly 3,000 students. Foster has retired from clinical practice but continues with teaching and other projects at the MGH and HMS. ●

# CPE Fellowship: Spiritual, compassionate care

**The ranks of caregivers** who honor the need for spirituality and compassion in the delivery of medical care are growing. Recently, this was demonstrated when eight graduates of the MGH Clinical Pastoral Education (CPE) Fellowship celebrated their completion of the program, which is offered by the MGH Chaplaincy Department.

Supported by the Kenneth B. Schwartz Center and the MGH Department of Nursing, the fellowship guides participants – who come from many areas of health care – in learning to initiate, deepen and end meaningful relationships in the clinical context. Led by Fellowship Director Rev. Angelika Zollfrank, MDiv, BCC, of the Chaplaincy Department, participants reflect on experiences of spiritual caregiving, perform individualized spiritual assessments and learn about cultural, spiritual and religious diversity. "The program has provided me with a new set of skills," said graduate Ellen Robinson, RN, PhD, during the ceremony. Added fellow graduate Janice Cameron-Calef, RNC, "I became a guide in my patients' journeys through illness. I feel much better equipped to provide spiritually and culturally competent care."

**THE SPIRITUAL SIDE TO CARE:** *From left, standing, Rinehardt, Reitz, Cameron-Calef, Welch and Zollfrank. From left, seated, Columbia, Doyle, Robinson and DiBella*

This year's graduates are Cameron-Calef; Robinson; MaryAnn Columbia, RN; Richard DiBella, Pa-C, MDiv; Louis Doyle, RNC, BSN; Suzanne Reitz, RN, BSN, MS; Todd Rinehardt, LICSW, MSW; and Adele Welch, RNCS, HNC. For more information or to apply for the program, contact Zollfrank at (617) 724-3227. Applications are due by Sept. 2

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MGH HOTLINE

**ENJOYING THE GAME:** *The MGH Candlepin Bowling League celebrates the end of their season.*

# 59th annual MGH Candlepin Bowling League banquet

**The MGH Candlepin Bowling League** rolled a strike, ending their season on a high note as members celebrated the end of their season at the league's 59th annual banquet June 14 at Anthony's in Malden. More than 90 MGHers and their guests joined the festivities.

The evening began with a tribute to Mal McLean, one of the founders of the league, who recently died. McLean was a longtime employee of the MGH Electrical Shop and respected and loved by his colleagues and fellow bowlers.

Later in the evening, prizes were awarded for individual achievements as well as to the top three teams in each division. The league championship trophy, which is on permanent display outside the Eat Street Café, was awarded to the 2007-2008 champions "Happy Feet."

MGHers interested in joining the league for its 60th season this September can contact James O'Connell, league president, at *joconnell@partners.org*. Bowlers of all skill levels are welcome.

For more information about the league, visit *mghbowling.partners.org/default.html*.

## WHAT'S HAPPENING

**InfoBytes computer training courses**

On Aug. 7 Partners Information Systems Training will offer the following InfoBytes training courses in Microsoft Office 2003: "Excel: Pivot Tables," from 8:30 to 10 am; "Excel: Managing Data," from 10:30 am to noon; "Word: Document Formatting," from 1 to 2:30 pm; and "PowerPoint: Templates and Masters," from 3 to 4:30 pm. All classes will be held at 165 Cambridge St., second floor. An optional half-hour of training will be available at the end of each class for related exercises and one-on-one consultation. For more information or to register, visit *ibridge.partners.org* and select the following: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses.

**International sports medicine and cardiology conference**

In conjunction with the Summer 2008 Olympics, the MGH and Peking University Third Hospital in Beijing will host an international conference, "One Day in Sports Medicine and Cardiology" August 2 at Peking University Hospital. The conference is designed to update health care professionals on cardiac issues in athletes – including physiology, screening and managing heart disease – as well as sports medicine issues, with a focus on evaluation and treatment of overuse injuries. The regular tuition fee is $1,000, and residents, fellows in training and allied health professionals can receive a reduced rate of $400. CME credit is available through Harvard Medical School. For more information or to register, visit *www.cme.hms.harvard.edu/courses/Beijing*.

**Senior Healthwise events**

Senior HealthWISE will host the following events: hypertension screenings and blood pressure checks July 21 at the West End Senior Center and July 28 at the West End Library with both sessions from 1:30 to 2:30 pm; and a lecture, "Sexuality as We Age" July 24, from 11 am to noon in the Haber Conference Room with guest speaker Kathleen McInnis-Dittrich, MSW, PhD, of the Boston College School of Social Work.

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July 25, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

# Living the MGH mission: the Performance Analysis and Improvement Unit

**Community service** is an ideal that is realized in efforts throughout the MGH – whether it is the Center for Community Health Improvement spearheading comprehensive hospital initiatives or individual employees and departments creating their own opportunities to help meet community needs. The MGH Performance Analysis and Improvement Unit is one such group that has taken the words included in the MGH mission, "to improve the health and well-being of the diverse communities we serve," directly to heart. The team has launched what they plan to be a quarterly custom of volunteering at Rosie's Place, a local shelter serving the city's underserved and homeless women.

"We have two groups of six staff members who serve lunch at Rosie's Place, a great local organization," says Susan Zackon, RN, MSN, MBA, director of the Performance Analysis and Improvement Unit. "Staff volunteer their lunch hours to do this as a service to our neighbors. We've found this to be a very rewarding experience."

Anne Dubitzky, MGH/MGPO vice president for the unit, adds, "I am extremely proud of the staff for producing this idea and bringing it to fruition these past two quarters. It's been so great to work as a team serving the wonderful ladies at Rosie's Place." ●

**MGH MISSION STATEMENT**

**"Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and, to improve the health and well-being of the diverse communities we serve."**

**COMING UP ROSIE'S:** *Rosie's Place volunteers, front row, from left, Marilyn Watkins, Zackon and Evanthia Kartsagoulis. Second row, from left, Greg Low, Dubitzky and Cassie Martin. Third row, from left, George Leehan, Sandy O'Keefe and Debbie Goodman*

## Leadership meeting on MGH/CMS project and FY '09 budget

**A report on an** innovative pilot program conducted in conjunction with Medicare and Medicaid Services (CMS) and the fiscal year (FY) '09 operating budget were the featured topics of a leadership meeting July 22 in the O'Keeffe Auditorium. MGH President Peter L. Slavin, MD, opened the meeting by welcoming managers and supervisors.

Tim Ferris, MD, medical director of the MGPO, described the progress at the midway point of a three-year CMS pilot project called the MGH Care Management Program. The MGH was selected by CMS as a test site for the project, which aims to improve care and reduce costs using a CMS-paid fee for managing some of the MGH's highest risk patients. Care managers work closely with patients, who have agreed to participate, and serve as liaisons to help coordinate their care as advised by the physician. Ferris explained that so far the program appears to be improving clinical outcomes. Both physicians and patients alike have embraced the new system, which also may offer some savings for Medicare. If current trends persist, the program could serve as a model for addressing both high costs of care as well as quality of care for high risk patients. Ferris attributed the program's success to date to the high patient enrollment, the skilled and dedicated care managers, sophisticated information systems at the MGH and a serious commitment to the project by MGH leadership.

*(Continued on page 2)*

## – Leadership meeting

(Continued from page 1)

The FY '09 budget was the next featured topic at the meeting. Sally Mason Boerner, senior vice president for Finance, explained that while the FY '09 budget process was challenging, thanks to the hard work of managers and department heads, a balanced budget plan has been developed. Mason Boerner explained that the preliminary budget gap was larger than in prior years due to a number of factors, including major payor rates just at or below inflationary levels; research funding concerns related to stagnant funding from the National Institutes of Health; a larger employee base increasing costs for wage and benefit programs; and increased pressures on nonsalary costs, such as utilities and medical supplies. Based on these pressures, departments have absorbed the FY '09 volume growth without new resources and at the same time reducing expenses. Mason Boerner explained that, while addressing these factors, the budget has allowed for some investments in key programs. She concluded by describing volume assumptions for inpatient and outpatient areas and explaining risks and key drivers, as well as net patient revenue assumptions related to payment rates and available reserves.

**NOBEL VISIT:** *From left, Thomas F. Burke, MD, FACEP, director of the MGH Center for Global Health; Yunus; and Bimalangshu Dey, MD, physician for the MGH Cancer Center*

## *Winner of 2006 Nobel Peace Prize visits the MGH*

**The Nobel Peace Prize** is a worldwide badge of honor, bestowed to an individual who has excelled at promoting peace and fraternity among nations. Recently, the MGH Center for Global Health and the MGH Cancer Center hosted the 2006 Nobel Peace Prize winner Muhammad Yunus, PhD, founder of the Grameen Bank, at a special forum June 7 in the O'Keeffe Auditorium.

Yunus shared his insights about the Grameen Bank, a community development bank he established 30 years ago in Bangladesh that makes small loans to the impoverished without requiring collateral. Citing the need to bring people out of poverty, he described his experiences helping underserved individuals start their own businesses and, in essence, transform their lives. He noted that Grameen Bank, which now has more than seven million borrowers, is owned by the borrowers and operates solely for th benefit. Grameen's next venture will be the development of health care systems in Bangladesh, using the same principles that made Grameen Bank successful.

A video recording of the talk can be viewed at *www.massgeneral.org/globalhealth.* ●

## *MGH CSSA aids Sichuan earthquake relief effort*

**According to the** U.S. Geological Survey, an earthquake rating of 5 is considered fairly moderate, whereas 6 to 7 is "strong," 7 to 8 is "major" and 8 to 10 is "great." On May 12, China's Sichuan region experienced an almost-"great" earthquake, with a devastating 7.9 rating. Millions of homes were destroyed, and thousands of Sichuan residents lost loved ones.

But the members of the MGH Chinese Student and Scholar Association (CSSA) hope that another number – not the earthquake's magnitude but the sum of Sichuan emergency relief donations – will help to alleviate the effects of the tragedy. The MGH CSSA – comprising medical professionals who work, research and study at the MGH – joined with more than 12 other CSSAs and Chinese organizations in the Harvard community to raise money for survivors and the rebuilding of the region.

"All of us were shaken, and our tears could not be stopped," says Winnie Shum, PhD, of the MGH Program in Membrane Biology and treasurer of the donation funds. "We knew that we had to do something for these victims."

The Sichuan Earthquake Relief's fundraising goals were announced at a May 18 candlelight vigil at Harvard Memorial Church. On May 30, a Sichuan Earthquake Rescue Efforts presentation was held in the O'Keeffe Auditorium with guest presenters Susan Briggs, MD, director of the MGH International Trauma and Disaster Unit, and Emily Chan, MD, professor at Chinese University of Hong Kong. June 15 marked the last day of the fundraiser, and $78,407 in donations were presented to the Hong Kong Red Cross for emergency relief.

"We are really thankful for the warm embrace that many people have given to our initial call," says Hong Chen Cheung, MD, of the MGH Chelsea HealthCare Center's Adult Medicine Division and the representative of the MGH CSSA board members. ●

MGH HOTLINE



## Research Fellows Poster Celebration

**The Bulfinch Tent** was a hub of scientific achievement June 24 as nearly 60 MGH research fellows showcased their accomplishments at the third annual Research Fellows Poster Celebration. Hosted by the MGH Office for Research Career Development with assistance from the Mass General Postdoctoral Association, the event included an awards presentation for 12 outstanding abstracts.

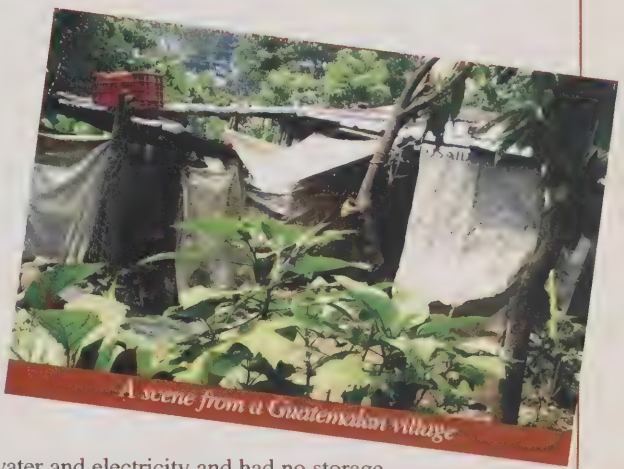
First place winners were Zhiming Mai, PhD; Casey Maguire, PhD; and Giuliano Scarselli, PhD. Second place winners were Pilnam Kim, PhD; Imran Rizvi, MS; Edward Seung, PhD; and Marieke Broekman, MD, PhD. Third place went to Jonathan Celli, PhD; Danqing Xiao, PhD; Ulysses Sallum, PhD; Jay Graham, MD; and Lorenzo Berra, MD.

**RESEARCH SPOTLIGHT:** *MGH researchers and others enjoy the celebration.*

## *Mission to Guatemala*

**Two years ago,** Amy Desilva, NP, of MGH Emergency Services, had never been to Guatemala. Today, the Central American country is like her second home.

Desilva first visited Guatemala in 2006 as a volunteer with Partners in Development (PID), an organization that serves poverty-stricken individuals in the western hemisphere's two poorest countries – Guatemala and Haiti. Joining a group of volunteers from her hometown church in Ipswich, Mass., Desilva spent a week there, helping establish a health clinic in the small village of Concepción in San Antonio, Suchitepéquez. There, she coped with conditions that are unheard of back at the MGH – the clinic building had only a mud floor, lacked water and electricity and had no storage facilities, forcing DeSilva to keep patient records and medications in her suitcase. Despite the challenging environment, the work left her inspired. Since her first trip, she has returned to the village five more times, participating in a range of projects, including women's health exams, diabetes and family planning education classes and the establishment of a pharmacy and lab. And with a new initiative to track the effectiveness of a parasite treatment program in the works, Desilva knows she will return again in the future.



*A scene from a Guatemalan village*

**COMFORTING ARMS:** *Desilva with a young Guatemalan child*

"I feel blessed that I am able to make these trips and that I have been able to meet such lovely people," says Desilva. "Even faced with such extreme poverty, they have the spirit to smile and a desire to give. I've seen and been a part of remarkable changes in this one small community." ●

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MGH HOTLINE



## What's Happening

**Senior HealthWISE screenings**
MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks for seniors age 60 years and older August 4, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call (617) 724-6756.

**OR blood drive challenge**
There is one week left to participate in the OR blood drive challenge for July. OR Pod A and OR Pod B are competing for the highest percentage of participation. The winning team will win an ice cream social catered by MGH Nutrition and Food Services. Donors automatically will be entered into a raffle to win a pair of Red Sox tickets. For more information, contact Alison Horanieh at (617) 726-8171 or *ahoranieh@partners.org*.

**Boston Heart Walk**
The MGH will be participating in the American Heart Association's 2008 Boston Heart Walk Sept. 13 at 10 am at the Hatch Shell on the Charles River Esplanade. For more information or to register, visit *www.bostonheartwalk.org*, click "Find a Company" and select MGH.

## In General

**Anthony Zietman, MD**, the Jenot W. and William U. Shipley Professor of Radiation Oncology at the MGH and Harvard Medical School, has been named president-elect and chairman-elect of the American Society of Therapeutic Radiology and Oncology (ASTRO). ASTRO is the largest academic society in radiation oncology both in the United States and internationally. Zietman's election to the organization's highest office reflects his many accomplishments in clinical oncology, education, health care policy and research.

The American Psychological Association (APA) has awarded **Lawrence Kutner, PhD**, co-director of MGH Psychiatry's Center for Mental Health and Media, the Award for Lifetime Contribution to Media Psychology for work in developing, refining and implementing applications, methods and procedures that had significant effects on the public and field of media psychology. A print and broadcast journalist for more than 25 years as well as a clinical psychologist, Kutner is an Emmy-award-winning documentary producer and reporter who has written extensively in newspapers and magazines on child behavior. His internationally syndicated *New York Times* column "Parent & Child" appeared for seven years and received the APA's 1990 National Psychology Award for the best writing about psychology in the United States. His recent book, "Grand Theft Childhood: The Surprising Truth About Violent Video Games and What Parents Can Do," was based on research conducted at the MGH.

The Natural Orifice Surgery Consortium for Assessment and Research (NOSCAR) recently honored **Patricia Sylla, MD**, of the MGH Colorectal Surgery Division, with a Research Award for her project, "Expanding the Application of TEMS for NOTES Colorectal Resection in a Porcine Model." NOTES (Natural Orifice Translumenal Endoscopic Surgery) is a pioneering, minimally invasive procedure in which a small camera is inserted in natural orifices such as the mouth, vagina or rectum to eliminate the need for traditional surgical incisions. Sylla was formally honored May 18 at the Crystal Award Dinner hosted by the American Society for Gastrointestinal Endoscopy and held in conjunction with Digestive Disease Week.

Three MGH fellows have been awarded two-year, $80,000 research fellowships by the American Brain Tumor Association. The award winners and their research projects are: **Shawn Hingtgen, PhD**, of MGH Radiology, "Engineering and Real-Time Imaging of Targeted Anti-Tumor Therapies Using ES-Derived Neural Stem Cells;" **Ayguen Sahin, PhD**, of MGH Neurosurgery, "Improved Strategies for Adoptive Immunotherapy against Glioblastoma through 3rd Generation Chimeric Receptor Engineered T Cells;" and **Thomas Wurdinger, PhD**, of MGH Neurology, "MicroRNA-Mediated Inhibition of Glioma Angiogenesis."

The Association for the Advancement of Medical Instrumentation (AAMI) has named **Ronald Newbower, PhD**, chief technology officer and co-founder of CIMIT, the recipient of the 2008 Becton Dickinson Career Achievement Award honoring outstanding achievements in the development or improvement of medical instruments, devices or systems. Among his accomplishments, Newbower was instrumental in the development of innovative technologies that have improved physiologic monitoring and patient safety, both nationally and internationally. Beyond his academic and research roles, Newbower has held many leadership positions, leading research groups via academic appointments in MGH Anesthesia, at the Massachusetts Institute of Technology (MIT) and the Harvard-MIT Division of Health Sciences and Technology; building and directing the MGH Department of Biomedical Engineering; and serving for 15 years as the MGH's senior vice president for Research and Technology, during which time the MGH's research volume tripled to nearly $500 million per year. He also served an eight-year term as vice president of Partners Research Management before stepping down from both roles three years ago to devote his time to CIMIT's goals of connecting technologists at MIT, the Draper Laboratory and industry with clinicians from all of Boston's academic institutions for the advancement of innovative solutions to medical challenges.

**Submit news tips and story ideas to the *MGH Hotline***

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**by fax to (617) 726-7475;**

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August 1, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Jean Yawkey Place: Dedicated to health care for the homeless*

**In 1985,** as an MGH resident moving on to an oncology fellowship at Memorial Sloan-Kettering in New York, James O'Connell, MD, expected to spend only one year working with what would become the Boston Health Care for the Homeless Program (BHCHP). But that single year turned into many more. On May 28, the dedication of the 77,000-square-foot Jean Yawkey Place, the new facility for BHCHP at 780 Albany St. in Boston, also marked over 20 years of O'Connell's stewardship of the program.

**HEARTS FOR THE HOMELESS:** *From left, O'Connell, Suzy Welch, Akins and Jack Welch*

Founded by O'Connell, an MGH physician, and a citywide coalition with support from the Robert Wood Johnson Foundation and the Commonwealth of Massachusetts, BHCHP has a mission to "provide and assure access to the highest quality health care for Boston's homeless men, women and children." Now that BHCHP serves more than 10,000 individuals and employs a staff of over 300, Jean Yawkey Place will unite the organization's departments and operations in one location while expanding medical respite services and continuing to offer medical services at more than 80 sites throughout Boston.

The new center was named in a tribute to the Yawkey Foundation for its $5 million gift for the building's renovation. As the first-of-its-kind facility in the United States, Jean Yawkey Place will include a comprehensive primary care clinic with 14 examining rooms; a dental clinic; outpatient mental health services integrated with primary care medical services; an outpatient pharmacy;

*(Continued on page 2)*

## Collect them all: Poster series debuts with hand hygiene all-stars

**A new poster series** from the MGH STOP (Stop Transmission of Pathogens) Task Force spotlights some of the hospital's hand hygiene "all-stars." The baseball-themed posters have been distributed to inpatient units and feature MGH physicians Britain Nicholson, MD, chief medical officer; Ross Zafonte, DO, chief of Physical Medicine and Rehabilitation; and Daniel Gebremedhin, MD, a resident in the Department of Medicine, as MGHers committed to always practicing proper hand hygiene.

Recently, the MGH hand hygiene program has had much cause to celebrate – June saw the hospital's highest-ever monthly compliance rates of 96 percent before contact and 99 percent after contact, and its highest-ever hospitalwide quarterly rates of 89 percent before contact and 94 percent after contact during the second quarter. In addition, a record 19 inpatient units maintained a minimum of 90 percent compliance both before and after patient contact in the second quarter. While these results truly are a great success, all employees should remember that the hospital's ultimate goal is 100 percent hand hygiene compliance.

For more information about the MGH's hand hygiene program, contact Judy Tarselli at (617) 726-6330 or *jtarselli@partners.org*.

**2008 ALL-STARS:** *Clockwise, from top, Gebremedhin, Zafonte and Nicholson*

# *In memoriam: Allan Moore, MD*

**Allan Moore, MD**, a fellow in the MGH Endocrine Division and a physician in MGH Internal Medicine, died July 24 from injuries he sustained in a scooter accident July 12. He was 31 years old.

A native of Winston-Salem, N.C., Moore was raised in Danville, Va., and graduated with high honors from the University of Virginia in 1999 with a degree in government and foreign affairs. He received his medical degree from Vanderbilt University School of Medicine in 2003 and earned many honors and accolades, including the school's Albert Weinstein Prize in Medicine and induction into the national medical honor society Alpha Omega Alpha. That same year, he joined the MGH as a resident in Internal Medicine. Recently, Moore was conducting research into the genetic basis of type 2 diabetes and also was pursuing a master's degree in medical science at Harvard Medical School. Extremely dedicated to the hospital community, Moore was instrumental in founding and organizing the MGH Blood Donor Center's annual Medical Service Blood Drive Challenge, which celebrated its fourth year in May.

"Allan was an extremely multifaceted and driven person," says Moore's mentor and colleague Jose Florez, MD, PhD, of the MGH Diabetes Unit. "He had many projects underway, but he was unflappable – always optimistic and smiling, calm and never breaking a sweat. And always, he wore his signature bowtie, for which he was well-known among his colleagues. His death is a great loss for us all." Adds Anne Klibanski, MD, chief of the Endocrine Division, "The division mourns the loss of such a talented investigator and clinician. Dr. Moore's energy, humor and altruistic spirit will remain an enduring legacy."

Moore is survived by his wife, Rebekah Gee, MD, a former MGH resident who also was injured in the accident and is recovering; his father, Michael Moore, MD; his mother, Janet Moore; his brother and sister-in-law, David and Lisa Moore; his grandmother, Ruby Moore; and his father-in-law, E. Gordon Gee, JD, EdD. Funeral services were held July 28 in Virginia, and a Boston memorial service currently is being planned. Details will be shared in an upcoming issue of *MGH Hotline* as they become available.

**REASON TO CELEBRATE:** *Ross, far left, Menino, far right, and guests cut the ribbon at the opening of the West End Museum.*

# *Supporting the West End community*

**The MGH Senior HealthWISE** program joined area residents, community leaders and local officials in celebrating Boston's West End neighborhood at a July 10 event formally marking the new West End Community Collaborative. The initiative comprises four organizations – the West End Civic Association, the West End Community Center, the West End Museum and the West End Senior Center – and is supported by the City of Boston and Action for Boston Community Development. Local dignitaries including Boston Mayor Thomas M. Menino and Boston City Councilor Michael Ross were guest speakers at the event, which also featured the unveiling of the West End Museum, which houses the agencies in the collaborative.

A gift from Senior HealthWISE – an MGH program that provides medical care, social services and health and wellness programs to seniors living in the West End and Beacon Hill neighborhoods – is helping to support the organization's first year of operations. "The collaborative is a perfect complement to the mission of Senior HealthWISE and further expands the services that are provided to older adults in the community," says Barbara Moscowitz, LICSW, MSW, director of Senior HealthWISE. ●

# *– Jean Yawkey Place*

*(Continued from page 1)*

administrative and research offices; and the Barbara McInnis House, a medical respite unit currently located in Jamaica Plain, which will house 104 beds and care for 2,000 homeless adult patients per year.

In part because of the MGH's long involvement with BHCHP through the work started by O'Connell, Partners HealthCare donated $2.5 million to help jumpstart renovations for the center. The space was leased to the program by Boston Mayor Thomas M. Menino and the Boston Public Health Commission for $1 per year for 90 years. Currently, $3.6 million is still to be raised by the end of this year to meet a $2 million challenge grant from the Kresge Foundation. This will allow BHCHP to complete a $42 million capital campaign.

MGH President Peter L. Slavin, MD, joined Matt Fishman, Partners vice president of Community Health, and Thomas Glynn, Partners chief operating officer, at the Jean Yawkey Place dedication to announce the naming of the center's atrium for O'Connell. MGH cardiothoracic surgeon Cary Akins, MD, also was honored at the event. The building's pavilion will be named for Akins at the request of lead donors Jack Welch, former General Electric chief executive officer, and Welch's wife, Suzy. ●

MGH HOTLINE



# Generous gift makes a difference in Jamaica

**Diabetes is highly** prevalent among the nearly 3 million residents of Jamaica, a small country in the Caribbean. Unchecked, the disease can lead to a host of debilitating conditions, including kidney and heart disease, stroke, blindness and nerve damage. Unfortunately, many Jamaicans with diabetes – who may lack consistent access to medical care or are unable to properly manage their disease – develop these complications, and local hospitals are often ill-equipped to handle their complex care. To address this issue, a group of MGHers is leading an effort to bring much-needed medical equipment to Jamaican patients suffering from renal failure, just one of the complications that can develop from uncontrolled diabetes.

The initiative is spearheaded by Ronald Dixon, MD, of MGH Beacon Hill Associates, and Gyanprakash "Avi" Ketwaroo, MD, of the MGH Department of Medicine. Both have close ties to the country – Ketwaroo was born in Jamaica and Dixon's parents also come from the island. Working with the University of the West Indies, the physicians are examining novel ways of reducing the burden of diabetes and high blood pressure in the general population. As part of this process, they identified a need for hemodialysis equipment – machines that filter toxins from the blood of patients with renal failure – at the University Hospital of the West Indies, which serves people who cannot afford private care. With the support of Nina Tolkoff-Rubin, MD, medical director of the MGH Renal Transplantation Program, the project team was able to obtain three machines no longer in use in the MGH's Jean M. Nardini, RN, Hemodialysis Unit. The Massachusetts General Physicians Organization provided the shipping, and the equipment arrived in Jamaica in June. The group hopes to send additional donations in the future.

For more information about the project, contact Dixon at *rdixon@partners.org*.

**A GIFT TO JAMAICA:** *From left, project collaborators Joan Brown of Biomedical Engineering; Thomas Achilles of Biomedical Engineering; Ketwaroo; Mary Sylvia-Reardon, RN, nurse manager for the Hemodialysis Unit; Dixon; and Tolkoff-Rubin*

## Celebrating outstanding employees

**Compassionate, dedicated, determined:** these are just a few of the words to describe MGH staff members Gregory Bouchard and Nikolas Anthony. Last month, these qualities earned both well-deserved recognition, with each being honored as employees of the year in their respective departments. Bouchard, a medical assistant in the Stephen E. and Catherine Pappas Center for Neuro-Oncology, received the MGH Cancer Center's Employee of the Year Award, which recognizes employees who exemplify an outstanding commitment to their work, serve as a role model for their peers, provide exceptional patient care and are always willing to go the extra mile. Runners-up were Marilyn Brier of the Claire and John Bertucci Center for Genitourinary Cancer, Jeffrey LeClair of the HOPES Program, Joanne Ochs of the Center for Cancer Risk Analysis and Catherine Romero of the Gillette Center for Breast Cancer. Anthony, a radiation therapist, was named MGH Radiation Oncology's Employee of the Year for his warm manner, confident approach to patient care and ability to establish meaningful bonds with patients. Runners-up for the award were Brian Napolitano, dosimetrist; Daniel Griffin, senior systems analyst; and Jesuina Dupina, billing manager assistant.

*Anthony*

*Bouchard*

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MGH HOTLINE

**TAKE ME OUT TO THE BALLGAME:** *The 2008 Partners softball team*

# Root-root-root for the home team

**Once again,** MGH administrators, physicians, nurses and other caregivers hung up their ties and stethoscopes for a summer softball game benefiting Action for Boston Community Development (ABCD), Boston's oldest anti-poverty agency. This year's game took place May 30 under the morning sun in Fenway Park. Partners team co-captains were David Torchiana, MD, chairman and chief executive officer of the MGPO, and Michael Mufson, MD, a member of BWH's Department of Medicine.

Each year for the past 11 years, the Partners HealthCare Community Benefit Program has pulled together a group of softball enthusiasts and community-minded individuals from across Partners to participate in the annual game. The event supports ABCD's SummerWorks program, which provides jobs, education and tutoring for at-risk, low-income Boston teenagers.

## WHAT'S HAPPENING

### MGH Vascular Summit

The MGH Vascular Center will host "MGH Vascular Summit: A Comprehensive Update for the Primary Care Provider" Sept. 12 and 13 at the Boston Marriott Cambridge Hotel. Primary care providers, nurse practitioners, nurses and physician assistants will receive an update on the latest approaches to the prevention, diagnosis, screening and management of vascular disease. CME credit is available. For more information, call (888) 334-7495 or visit *cme.hms.harvard.edu/courses/vascularsummit.*

### InfoBytes computer training courses

On Sept. 22 Partners Information Systems Training will offer the following InfoBytes training courses in Microsoft 2003: "Word: Mail Merge," from 10:30 am to noon; "Excel: Pivot Tables," from 1 to 2:30 pm; "PowerPoint: Interactive Presentations," from 3 to 4:30 pm; and "Outlook: Tips and Tricks to Improve Efficiency," from 5 to 6:30 pm. All classes will be held at 165 Cambridge St., second floor. An optional half-hour of training will be available at the end of each class for related exercises and one-on-one consultation. For more information or to register, visit *ibridge.partners.org* and select the following: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses.

### Senior HealthWISE lecture series

The MGH Senior HealthWISE lecture series will host "Pet Therapy: The Healing Power of Dogs" Aug. 14, from 11 am to noon in the Haber Conference Room. Amanda Coakley, RN, PhD, MGH staff specialist and nurse scientist; and Bobbi Evans, MGH volunteer, will be the guest speakers. For more information, call (617) 724-6756.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Backpacks: A welcome gift

**A special gift** helped give a very warm welcome to the first patients of Jean Yawkey Place, the new facility for the Boston Health Care for the Homeless Program (BHCHP). Upon their arrival July 8, each patient was given a backpack filled with clothing, toiletries, gift cards and other much-needed personal items. The BHCHP is led by MGH physician James O'Connell, MD, who is co-founder and president of the organization.

The donation came through the leadership of the Turner Construction Company, which is currently working on the MGH's Building for the Third Century (B3C). Interested in ways to help the community, Turner employees met with staff from the MGH Center for Community Health Improvement, who connected the Turner representatives with the BHCHP. The idea for the backpack donation soon emerged as a way to help meet some needs of the Jean Yawkey Place patients. After presenting the initiative to the members of the B3C project team – which includes individuals from the MGH; Partners HealthCare; Turner; NBBJ Architects; structural engineering firm McNamara/Salvia, Inc.; and mechanical, electrical and plumbing firm Thompson Consultants, Inc. – Turner Construction quickly found donations pouring in. Individuals contributed enough items to fill 100 backpacks, which were delivered to the facility July 7 and awaited the patients when they arrived the following day.

**A GLOBAL GIFT:** *From left, Dong, Thabethe, Mark and Lisa Schwartz, Bangsberg and Walker*

## *Major gift furthers HIV/AIDS research and patient care*

**It is estimated** that one in five South African adults is infected with HIV. In the South African province of KwaZulu-Natal – thought to have the world's highest prevalence of HIV/AIDS – HIV prevalence in certain high-risk groups is over 50 percent. But at a July 30 presentation at the MGH's Richard B. Simches Research Center, Mark and Lisa Schwartz of New York made it clear that, although these numbers may represent the current HIV/AIDS situation in the region, they refuse to let these statistics exist in the future.

Thanks to the Schwartzes' recent $8.5 million gift, the MGH will be able to expand its current efforts in HIV/AIDS research and patient care in KwaZulu-Natal. This donation brings the couple's total contribution to the Partners AIDS Research Center and Bruce Walker, MD, director of the center, to nearly $14 million. But the Schwartzes have given even more than funding to develop clinical care, access to antiretroviral drugs and HIV/AIDS awareness programs. Both have spent a significant amount of time in South Africa working with Krista Dong, MD, of the Partners AIDS Research Center, and Walker, who first introduced the couple to the gravity of KwaZulu-Natal's situation.

Also present at the event was Zinhle Thabethe, deputy director of iTEACH (Integration of Tuberculosis in Education and Care for HIV/AIDS), a South African program developed with the help of the Schwartzes. Thabethe, who is HIV-positive, spoke on behalf of the HIV-positive KwaZulu-Natal residents, thanking the couple for all they have done. "Mark and Lisa have given the gift of life to people they didn't even know," said Thabethe.

Thabethe also shared a video of patients at the Ithemba Family Care Clinic, where many of those helped by the Schwartzes' generosity are treated. "I don't know how you escaped from heaven," said one woman in the video, addressing Mark and Lisa, "but you really are angels because you saved my life and my child's life."

*(Continued on page 2)*

Quality&Safety

**SAFETY FIRST:** *Holden, back row, left, with some members of the CQS team. Back row, right, Cyrus Hopkins, MD. Front row, from left, Linda Devaux, Shawna Butler and Honor Keegan*

## Holden appointed the MGH's first patient safety officer

**The MGH Center for Quality and Safety** (CQS) recently appointed the hospital's first-ever patient safety officer, Lela Holden, RN, MS, MSN, PhD, who began her tenure in July.

Holden retired from the U.S. Air Force with the rank of colonel. Most recently she served as chief nurse executive at Offutt Air Base in Nebraska, overseeing the nursing practice for the base's ambulatory surgery clinic and supervising a staff of 160 nurses and medical technicians. A widely recognized leader, Holden has served as deputy director of Congressional and Public Affairs for the Air Force Surgeon General, commander of the Medical Operations Squadron at Tinker Air Force Base in Oklahoma, and commander of the Air Transportable Hospital of the 374th Medical Group at Yokota Air Base in Japan. She earned her bachelor's degree in nursing from the University of Texas at Austin, a master's degree in nursing administration from the University of California at San Francisco and a master's degree in psychology from the University of Santo Tomas in the Philippines. Holden also holds a doctorate in nursing administration with an emphasis on patient safety from the University of Health Sciences. A gifted researcher, her areas of interest include the dimensions of patient safety in ambulatory care facilities.

Quality&Safety

## *Making recycling easy at the MGH*

**They are hard to miss:** the blue bins and green bags that are placed throughout the hospital. These recycling bins – now in many offices, patient areas and public spaces – can accommodate different types of paper, plastics, bottles and cans. MGH Environmental Services collects most types of recyclable materials, and since April, plastic containers with a number from one through nine on the bottom are acceptable for recycling. Most types of paper – white and colored computer paper, newspapers, magazines and corrugated cardboard – are collected as well.

MGH staff, patients and families are putting this recycling program to good use. For example, during this past April alone, MGH Environmental Services collected:

- 124,055 pounds of paper
- 1,660 pounds of plastic
- 41,435 pounds of corrugated cardboard

"We make it very easy to recycle," says Bill Banchiere, director of Environmental Services. "People can just put their plastics, glass bottles and cans in any of the green bags throughout the hospital, and we take care of the sorting." He adds that different types of paper do not have to be sorted and all types of paper go into the paper bins. Cardboard boxes should be placed near the bin.

While the MGH is making great strides in trimming waste, there is still room for improvement. Ed Andrews, administrative manager for the General Clinical Research Center and leader of the hospital's Raising Environmental Awareness League (REAL), reminds all MGHers that they can have a real impact on the hospital's environmental footprint. "People might be discouraged and think they can't make much of an impact, but every little bit helps," he says. "If everyone turned off their office lights overnight or while at a meeting or took a couple of extra steps to put a newspaper into the proper recycling bin, the energy and paper saved would add up quickly."

For more information about how to recycle at the MGH, contact Banchiere at *gbanchiere@partners.org*. For more information about REAL, access *www.mgh.harvard.edu/esd/html/real.asp* or contact Andrews at *ebandrews@partners.org*. ●

## – *Gift of Life*

*(Continued from page 1)*

The Schwartz donation also will be used to support the research of David Bangsberg, MD, MPH, of the Partners AIDS Research Center. Bangsberg recently joined the MGH from the University of California in San Francisco and San Francisco General Hospital and will extend the MGH presence in Africa to Uganda. Through his work in San Francisco, he already has conducted HIV treatment research at the Mbarara University of Science and Technology in Uganda. Future plans include programs to help develop local health sciences leadership and retain African health care professionals. ●

MGH HOTLINE



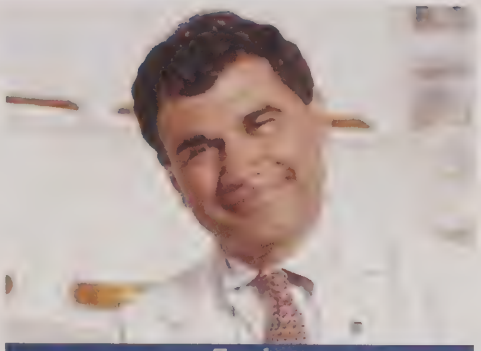
# *Zapol appointed to U.S. Arctic Research Commission*

**A select group** of individuals are appointed to the U.S. Arctic Research Commission by the President of the United States. Distinguished members represent academic and research institutions, private industry with commercial activities in the Arctic and the area's indigenous residents. On July 25, President Bush announced the appointment of three new members of the commission, including MGH *emeritus* Anesthetist-in-Chief Warren M. Zapol, MD. Zapol joins the commission to serve a four-year term.

Under the Arctic Research and Policy Act of 1984, the commission is charged with establishing national Arctic research policies, priorities and goals, promoting Arctic research and working with the National Science Foundation to support cooperation on Arctic research throughout the federal government and with other nations. Research in Arctic regions has become a hot topic as the world experiences the effects of global warming. With 25 percent of the world's undiscovered gas and oil in the Arctic, the commission reviews and recommends research on mineral resources, drilling, global warming, and environmental and ecosystem changes and their effects on the health of human and animal groups native to the region.

According to U.S. Arctic Research Commission Chair Mead Treadwell, the addition of Zapol and the other two members to the team will "provide us with the breadth of expertise necessary to effectively tackle the full range of challenges adherent to these goals and objectives … We look forward to their contributions."

From 1994 to 2008, Zapol served as chief of the MGH Department of Anesthesia and Critical Care. A graduate of the Massachusetts Institute of Technology and the University of Rochester School of Medicine, his major research efforts include studies of acute respiratory failure in animals and humans. In 2003, he was awarded the Intellectual Property Owners Association's Inventor of the Year Award for his work in the treatment of hypoxic human newborns with inhaled nitric oxide, a lifesaving technique that he pioneered with his MGH team.



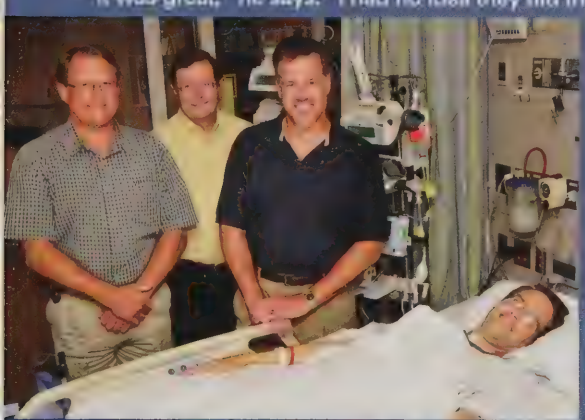
*Zapol*

Supported by the National Science Foundation, Zapol has led nine Antarctic expeditions to study the diving mechanisms and adaptations of the Weddell seal. Through that research the team learned how marine mammals avoid the bends and hypoxia (low blood oxygen levels) based on blood nitrogen and oxygen measurements in free-diving seals. Zapol served as a member of the Polar Research Board of the National Academies from 2003 to 2006 and is a member of the Institute of Medicine of the National Academy of Sciences. ●

# Having a heart: MGH patient's coworkers help out their friend

**To say that** MGH transplant patient Greg Potter has a "wonderful heart" couldn't be truer, and Potter's colleagues at Stahlman Group certainly agreed with that sentiment when they joined forces to help out their friend while he was hospitalized at the MGH. Potter, who was diagnosed with heart disease in 2006, had been awaiting a new heart at the hospital for four weeks when three of his colleagues – Chris Hansen, Rip Cross and Steve Gilman – arrived for a visit July 1. Although it was necessary for Potter to remain lying on his back as much as possible, with his wife Lin at his side, he was able to view a slideshow his friends brought on a laptop computer. It showed 16 of his past and current colleagues – including Rob Redman, the firm's managing partner – painting Potter's house, a project he had started before his hospitalization but had become too weak to complete.

"It was great," he says. "I had no idea they did this while I was here at the hospital. This was a big job, and it's now knocked off my to-do list."



**A SPECIAL VISIT:** *From left, Cross, Gilman, Hansen and Potter*

Potter received his new heart July 9 under the care of Gus Vlahakes, MD, co-director of the MGH Heart Center; and cardiology physicians William Carlson, MD; Stephanie Moore, MD; Christopher Newton-Cheh, MD; Gregory Lewis, MD; Marc Semigran, MD; Jordan Shin, MD; and Thomas Jue-Fuu Wang, MD.

"The care here at Mass General has been great," says Potter. "All the nurses and doctors are very helpful and professional. Everything has gone really smoothly so far, even though it's been a long path. I am very grateful to the whole team."

Adds Lin: "We were so touched by this gesture. Since he was admitted, we have been surrounded by such impressive individuals – both doctors and nurses – and I can't say enough about them. In addition to all of the wonderful caregivers here, we have such remarkable friends at home. We appreciate everyone's outpouring of love."

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MGH HOTLINE



# MGH Cancer Center honors the one hundred

**The MGH Cancer Center** this June launched the inaugural celebration of **the one hundred** at an event that each spring will honor 100 individuals and groups that represent the devoted staff, volunteers and philanthropists who help make the MGH Cancer Center a national leader in cancer care and research. On June 5, **the one hundred** were honored both at an afternoon event for MGH Cancer Center staff under the Bulfinch Tent and again in the evening during a fundraising dinner. MGH President Peter L. Slavin, MD, welcomed guests to the afternoon celebration. Other speakers included Daniel A. Haber, MD, PhD, director of the MGH Cancer Center, and Bruce A. Chabner, MD, clinical director of the MGH Cancer Center.

Of this year's **the one hundred** honorees, Slavin remarked, "The most powerful force of the MGH Cancer Center is its people. All of those honored on **the one hundred** list have helped make the Cancer Center what it is today, and their efforts and dedication to the Cancer Center are truly appreciated. With our shared commitment to our patients, we look forward to continuing to break new ground in cancer treatment through research and clinical advances."

Nomination forms to honor **the one hundred** for 2009 will be available this fall. For a full listing of **the one hundred** for 2008, visit *www.massgeneral.org/cancer/theonehundred.*

## WHAT'S HAPPENING

**LMR classroom training**
Training classes are available for the longitudinal medical record (LMR), which recently has been enhanced based on user feedback. Designed for both new and experienced LMR users, training courses now include the latest updates and features. Twelve different two-hour classes are available. For course information or to register, visit *emreducation.partners.org,* or from within the LMR, select the resource menu and then the MGH EMR Education Series. For more information, e-mail *mgpolmrtrainingprogram@partners.org.*

**Senior HealthWISE screenings**
MGH Senior HealthWISE will offer free hypertension screenings and blood pressure checks for seniors age 60 years or older Aug. 18, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

## IN GENERAL

**David Blumenthal, MD, MPP,** director of the MGH/Partners Institute for Health Policy and a physician in the MGH Department of Medicine, has received the Distinguished Investigator Award from AcademyHealth, the principal national organization representing health services researchers and healthy policymakers. The Samuel O. Thier Professor of Medicine and a professor of Health Care Policy at Harvard Medical School, Blumenthal's research interests include health information technology, quality management in health care, the determinants of physician behavior, health care access and academic-industrial relationships in the health sciences.

**Colleen Kigin, DPT,** former director of MGH Physical Therapy Services and currently chief of staff at CIMIT and an assistant professor at the MGH Institute of Health Professions, has been elected a 2008 Catherine Worthington Fellow of the American Physical Therapy Association (APTA) in recognition of her many contributions to the practice, education and research in physical therapy. Kigin has been involved in numerous activities of APTA, including serving as vice president and member of the Board of Directors and president of the Massachusetts chapter. The organization counts only 110 fellows among its more than 71,000 members.

## Submit news tips and story ideas to the *MGH Hotline*

Contact:
Suzanne Kim, editor, at (617) 726-0275;
Therese O'Neill, assistant editor, at (617) 724-2753;
Sarah Bernstein, intern, at (617) 643-3865;
Aldona Charlton, designer, at (617) 726-7539;
by fax to (617) 726-7475;
by e-mail to *Hotline@partners.org* or
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August 15, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Building for the Third Century: A sustainable and green design for the future*

**Currently under** construction, the MGH Building for the Third Century (B3C) – slated to be completed in 2011, the year of the MGH bicentennial – will offer a number of sustainable architectural design elements intended to promote healing, conserve energy and enhance the interior areas. The following are just some of the ways MGH Planning and Construction, Partners Real Estate and the architectural firm NBBJ have incorporated environmentally friendly designs into the new 530,000-square-foot patient care facility.

Healing through nature is a philosophy that integrates elements of the outdoors into the healing environment. With this perspective, architects designed each of the 150 patient rooms with large windows that will feature cascading sunlight and views of either an 1,800-square-foot atrium garden or the scenic Charles River. Located on the building's sixth floor,

*(Continued on page 2)*

**GREENING THE MGH:** *The B3C will include an indoor atrium and lots of natural light.*

## Fresh from the farm on Revere Beach

**This summer,** residents of Revere have been flocking to the beach for more than just sand, sun and waves. On Thursdays, the seaside town is host to the Revere Beach Farmers Market. Celebrating its third year, the market is a community effort sponsored by the Revere CARES program of the MGH Revere HealthCare Center; the Revere Beach Partnership; the Massachusetts Department of Conservation and Recreation; the City of Revere; Revere First; East Boston Savings Bank; and the Women, Infants and Children nutrition program.

**FARM FRESH:** *Corn and herbs ready for purchase at the Revere Beach Farmers market*

At the market, shoppers can select from local vendors' farm-grown organic fruits and vegetables, a wide range of specialty produce, freshly baked breads and pastries, sandwiches, seafood, herbs, plants and flowers. The market, however, is more than just a one-stop shopping destination. Throughout the season, local chefs periodically host cooking demonstrations, and MGH nutritionists also are available to teach visitors how to cook traditional family recipes in a healthier way.

"Eating more fruits and vegetables is the key to healthy nutrition, and the Revere Beach Farmers Market makes this very easy," says Roger Pasinski, MD, director of MGH Revere. "People were smiling as they chose their apples, zucchini and other fresh produce from a selection that was picked just that day."

The market is open every Thursday from noon to 6 pm through October 30. For more information, contact Mary Ann Zizzo at (617) 485-6156.

# *MGH equipment promotes patient and staff safety*

**GETTING A LIFT:** *MGH staff learned about safe patient handling equipment such as ceiling lifts from vendors at the fair.*

**Safety** – both for on-the-job caregivers and hospital patients – was the theme of the Safe Patient Handling Equipment Fair in the Bulfinch Tent July 23. Hosted by the Norman Knight Nursing Center for Clinical and Professional Development and the MGH Occupational Health Service, the fair provided approximately 400 nurses and clinical nurse specialists with hands-on demonstrations of safe patient handling equipment such as ceiling lifts, portable lifts, lateral transfer devices and motorized stretchers and beds. All of the equipment on display is available at the MGH to assist in handling patients safely and comfortably while protecting staff from injury.

For more information about the equipment, contact Tucker O'Day, MSPT, program manager for Ergonomics, at (617) 726-6548 or *eechlinoday@partners.org.*

## DID YOU KNOW ...

**IN MAY 1962, the world's first successful replantation of a severed limb was performed at the MGH by Ronald Malt, MD, then the chief resident in the Department of Surgery. Malt, above left, reattached the right arm of a 12-year-old boy.**

(*MGH NEWS,* MAY 1976)

# *– Green design plans for the B3C*

*(Continued from page 1)*

the atrium garden – which will include 12-foot hanging plants, bamboo trees and a variety of groundcover vegetation – also will be visible from many of the building's family and staff lounges and consultation rooms. More than 21,000 square feet of green garden will cover the B3C roofs, providing neighboring buildings with a view of the seasonally changing plants and helping to increase oxygen in the surrounding areas. The roof plants will be drought-tolerant and require no irrigation; all of the necessary water for the plantings will come from rain and condensation collected from the building's cooling system.

Renewable materials such as recycled rubber flooring and bamboo walls will be used throughout the B3C interior. Rubber floors will help to cushion footsteps and reduce noise, and the bamboo panels, which are sustainably harvested, will promote a natural and warm connection to nature.

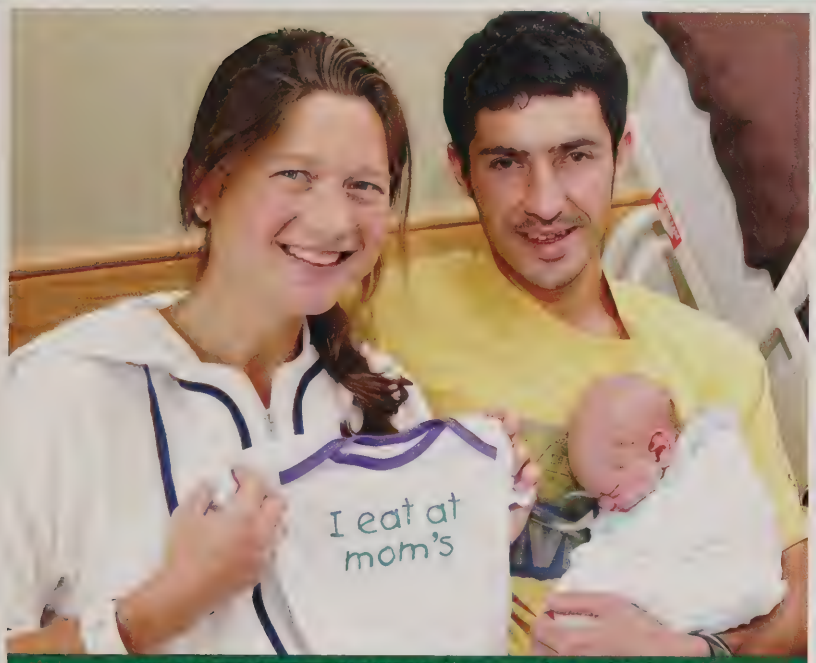
Up to 75 percent of demolished materials from the Clinics, Vincent Burnham Kennedy and Tilton buildings – which previously stood on the site – and construction debris are expected to be diverted from disposal at landfills and used to generate recycled materials. Plans also include using up to 60 percent renewable energy sources for the building's power.

For more information about the B3C, access *www.massgeneral.org/building3c.*

**LET THE SUN SHINE IN:** *The B3C patient rooms will include floor-to-ceiling windows to allow natural light to filter into them.*

MGH HOTLINE






**WORLD BREASTFEEDING WEEK:** *A new mother and father celebrate the benefits of breastfeeding.*

# *Supporting breastfeeding mothers*

**The mother and baby** relationship is a wonderful bond, and breastfeeding is one way that a mother and her infant can build this special connection. Recently, countries across the globe celebrated World Breastfeeding Week Aug. 1 through 7 to further promote the many benefits of breastfeeding.

This year's theme, "Mother Support: Going for the Gold," was selected in honor of the Summer Olympics and calls for increased support for mothers in achieving the gold standard of infant nutrition: breastfeeding for the first six months, followed by breastfeeding coupled with other appropriate foods for up to two years or more.

"Believe it or not, a mother's need for support is similar to that of an Olympic athlete," says Germaine Lambergs, RNC, MGH lactation consultant. "Athletes need support to effectively compete in their sport, and in a similar way, a breastfeeding mother needs support to breastfeed – from her community, her family and her own and her baby's caregivers. Both an athlete and a breastfeeding mother face challenges. For the breastfeeding mother, these include overcoming misinformation, breastfeeding while working outside the home and most importantly, overcoming doubts about her ability to breastfeed her baby."

To build awareness of the benefits of breastfeeding, MGH lactation consultants hosted information tables on Blake 13 and Ellison 13 and in the Yawkey Center for Outpatient Care Aug. 8. Lactation consultants were on hand to provide information about breastfeeding and hand out small gifts to new mothers.

The MGH Mother and Child Center hosts weekly breastfeeding support groups for mothers who breastfeed or bottle-feed. Meetings are facilitated by lactation consultants and a registered nurse each Tuesday at 10:30 am in the Satter Conference Room in the Yawkey Center. For more information about breastfeeding resources at the MGH, contact Marianne Pastore, RN, at *mpastore@partners.org.* ●

## Checking in, with changes

**The process** of filling out MGH patient check-in forms is a familiar – and oft repeated – ritual. In many cases, these forms contain personal information – such as date of birth, address and phone number – that already has been recorded within MGH information systems, making them repetitive and inefficient for both patients and the administrative staff who process them. A team from the MGH/MGPO Practice Improvement Division recently embarked on an effort to explore ways of improving the efficiency of the patient check-in process.

Known as the Reducing Administrative Data Redundancy (RADaR) project, the initiative examined instances where administrative information that had already been captured in the IDX system or the longitudinal medical record (LMR) was requested again when patients checked in for an outpatient appointment. By sampling 18 outpatient practices, the team discovered that 81 different paper forms – containing up to 143 pages – were in use across ambulatory practices. They also determined that 23 of the forms could be streamlined to reduce administrative content, and another 8 potentially could be eliminated completely. Based on this work, a self-assessment guide for practices has been developed and piloted, and a technical solution that would pull all routinely requested data fields onto one report is being investigated. More information about these changes will be available to outpatient practices in the coming months.

Members of the RADaR project team are Melanie Cassamas, Joe Feiner, Ali Spray and Jason Trella of the Practice Improvement Division; Paul Nealey and Kristin Smith of the Registration and Referral Center; Krista Neff, Liz Fearing and Matvey Palchuk, MD, of Partners Information Systems; and Kerry Sedlock and Rose Sheehan of the Professional Billing Office.

For more information about the project, contact Christine Primiano, MS, MBA, director of Ambulatory Consulting Services and co-chair of RADaR, at *cprimiano@partners.org.* For more information about planned improvements, contact Stacey Houghton, MBA, director of the Practice Support Unit and co-chair of RADaR, at *shoughton@partners.org.*

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MGH HOTLINE



## What's Happening

**InfoBytes computer training courses**
On Sept. 22 Partners Information Systems Training will offer the following InfoBytes training courses in Microsoft 2003: "Word: Mail Merge," from 10:30 am to noon; "Excel: Pivot Tables," from 1 to 2:30 pm; PowerPoint: Interactive Presentations," from 3 to 4:30 pm; and "Outlook: Tips and Tricks to Improve Efficiency," from 5 to 6:30 pm. All classes will be held at 165 Cambridge St., second floor. An optional half-hour of training will be available at the end of each class for related exercises and one-on-one consultation. For more information or to register, visit *ibridge.partners.org* and select the following: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses.

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a "Plunge into Fitness" exercise class Aug. 21, from 11 am to noon at the Clubs at Charles River Park, with lunch served from noon to 1 pm; a book club discussion of "An Inconvenient Truth" Aug. 21, from 3 to 4 pm at the West End Library; and hypertension screenings and blood pressure checks Aug. 25, from 1:30 to 2:30 pm at the West End Library. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

## In General

**Joseph C. Kvedar, MD,** of MGH Dermatology, has been awarded the University of Vermont Medical Alumni Association's Distinguished Academic Achievement Award for outstanding scientific and academic achievement. Kvedar, a 1983 graduate of the school, is the founder and director of the Partners Center for Connected Health, a leader in using modern communication technologies to deliver health care services outside of the traditional medical setting. Among his many accomplishments in his role with the center, Kvedar launched the first physician-to-physician online consultation service in an academic setting.

**Faisal Merchant, MD,** a fellow in the MGH Cardiology Division, has been named a recipient of CIMIT's Young Clinician Award for outstanding physicians interested in pursuing a research career. The $50,000 award – administered by CIMIT and supported by Johnson & Johnson's Corporate Office of Science and Technology – will aid Merchant in developing tools to improve catheter ablation techniques for treatment of atrial fibrillation.

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by fax to (617) 726-7475;

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## Hand hygiene: Look around, speak up

During the past year, the MGH has recorded its highest ever hospitalwide hand hygiene compliance rates, surpassing the 90 percent mark for both before and after contact with the patient or patient environment. While each and every MGHer can be applauded for his or her contributions to this success, all employees nonetheless should remember that the hospital's ultimate goal is 100 percent hand hygiene compliance.

The MGH STOP (Stop Transmission of Pathogens) Task Force has found that there are a number of situations in which hand hygiene noncompliance generally can occur. These include:

- Immediately before or after glove use. Gloves are never a substitute for hand hygiene.
- When moving from a desk, chart, computer or other high-contact surface to the patient or his or her environment. In these instances, hand hygiene is required before contact.
- When contact is made only with the patient's environment and not the patient. The patient's environment includes personal belongings, equipment and surfaces within the patient's room.

The support of all MGHers is needed to help eliminate these types of noncompliance and aid the hospital in reaching its goal of 100 percent compliance. Employees are encouraged to look at the hand hygiene practices of others and speak up when they see that a reminder to use Cal Stat is needed. Proper hand hygiene is a learned practice, and frequent reminders sometimes are needed before it becomes a habit.

For more information about the MGH's hand hygiene program, contact Judy Tarselli at (617) 726-6330 or *jtarselli@partners.org*.

August 22, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

# *MGHfC participates in annual West End Children's Festival*

**Passersby** walking along the West End's Thoreau Path Aug. 16 could not miss the 2,000 children and parents enjoying their Saturday afternoon at the third annual West End Children's Festival. A community collaboration involving the West End Civic Association, the Downtown North Association, City Councilor Michael Ross and West End residents, the annual summer tradition offers children, parents, grandparents, friends and neighbors activities, giveaways, entertainment, food and fun. A number of sponsors, including MassGeneral Hospital *for* Children (MGH*f*C), participated in the event, which supports children's programming in the area.

**NO BONES ABOUT IT:** *The removable finger casts were a hit at the MGHfC table at the West End Children's Festival.*

Those who visited the MGH*f*C booth had an opportunity to meet pediatric orthopædic surgeon Maurice Albright, MD, and orthopædic technicians Mark Parks and Rodney Hill. Parks and Hill demonstrated the importance of immobilizing broken bones by outfitting the young visitors with removable finger casts. Children also had the chance to learn about healthy eating by taking home brochures and participating in games that taught the benefits of eating fruits, vegetables and legumes. Kids were rewarded prizes, such as stickers, pencil cases and granola bars donated by MGH Nutrition and Food Services.

## MGH International Transplant Observership Program

**Recently,** the MGH Transplant Center – in partnership with the MGH Office of Visitor Education Programs – hosted five clinicians from several Chinese hospitals and universities in an effort to develop common goals for excellence in patient care and understand regional differences in medical practices.

Developed and championed by Dicken Ko, MD, surgical director of MGH Adult and Pediatric Renal Transplantation, the initiative is aimed at creating a dialogue among international colleagues, engaging them in shaping the future of transplantation in their home country as

(Continued on page 2)

**INTERNATIONAL COLLABORATION:** *Riley, far left, and Ko, far right, meet with Chinese clinicians.*

## – Transplant

(Continued from page 1)

suggested by various transplant societies. Ultimately, dialogue and openness in the medical profession could help extend knowledge further and benefit individuals more widely.

"Our guests have expressed thanks and gratitude to our group for giving them an example of how teamwork will result in great success for transplant recipients," says Ko. "They learned, by example, that not only does the surgery need to be a success, but all of the care from the divisions of Infectious Diseases, Nephrology, Hepatology, Psychiatry, Patient Care Services and Social Services is necessary to ensure long-term survival."

For more information about the VCP, contact Shelly Riley at (617) 726-8363 or *mriley4@partners.org*.

# *Partnering for nursing leadership program*

*D'Avolio*

*Gordon*

**Two MGH nurses** working in a mentor/mentee partnership are creating an innovative program to advance the care of older adults. Deborah D'Avolio, APRN-BC, PhD, geriatric specialist for Patient Care Services, is serving as a mentor to Susan Gordon, APRN-BC, nursing director for Ellison 16. The two are creating an interdisciplinary collaboration to develop a new type of rounding process to disseminate best practices for the care of geriatric patients. Called "Geriatric Rounds to Evaluate, Assess and Teach" (G.R.E.A.T.), the project is based on evidence that common geriatric syndromes often are preventable and may signal a need for further assessment and intervention.

"In the next 30 years, the number of people over the age of 62 is projected to double from 40 to 80 million," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. "This significant initiative is part of the hospital's commitment to provide the best care, tailored to the particular needs of the older patient."

In 2004, the MGH became the first hospital in Massachusetts to be designated a John A. Hartford Foundation Nurses Improving Care for Health System Elders (NICHE) site. The hospital went on to create its MGH 65*plus* program, which is dedicated to improving systems of care for older adults. The G.R.E.A.T. project is being conducted in partnership with 65*plus*, following successful pilots of geriatric care initiatives conducted on Gordon's patient care unit.

The G.R.E.A.T. project is part of the 18-month Geriatric Nursing Leadership Academy offered by the Honor Society of Nursing, Sigma Theta Tau International. The academy – funded by the Hartford Foundation and in partnership with the foundation's Centers of Geriatric Nursing Excellence – was developed to prepare, position and recognize the ability of nurses to influence practice and patient outcomes in geriatric health care. The training will enable nurses to lead interprofessional teams to improve the quality of health care for older adults and their families.

The inaugural Geriatric Nursing Leadership Academy began in June 2008. Participants represent 11 states and a diverse range of practice settings and credentials, from bachelor of nursing to doctoral degrees. ●

# *MGH Registration and Referral Center celebrates summer season*

**Staff at the** MGH Registration and Referral Center (RRC) in Medford, Mass., celebrated the good old days Aug. 15 at their annual summer barbecue. This year's event revolved around the theme "An Old-fashioned Picnic" and included lawn games, barbecue foods and music by Mix 98.5 FM. The highlight of the event was the dunk tank, which helped raise support for the daughter of an RRC employee recently diagnosed with leukemia. Dunk tank volunteers were Paul Nealey, RRC director; Renee Fortin, Operations manager; and Kristin Smith, Training, Quality Assurance and Analytics manager.

The RRC is a centralized service that focuses on proactively handling patient registration. The center's staff speak with patients prior to their visit to the MGH, update patient registration information and obtain necessary managed care referral authorizations, allowing for a medical appointment to be spent on patient care rather than paperwork. The RRC Physician Referral Service (PRS) assists patients with finding an MGH primary care physician or specialist.

For more information about the RRC, call Bob DiPetro, RRC supervisor, at (781) 960-1251. ●

**A GOOD SPORT:** *Nealey volunteers in the dunk tank.*

MGH HOTLINE

**PREVENTING CHILDHOOD OBESITY:** *From left, Anthony L. Williams, DD, MOER Foundation, Inc. regional health lecturer; Ann-Marie Anthony-Williams, MOER Foundation, Inc. program director; Hamilos; and Ali York Muhammad, DD, chief executive officer and founder of the MOER Foundation, Inc.*

## *Addressing childhood obesity*

**In the United States,** the childhood obesity rate has more than doubled for preschool-age children and more than tripled for children age 6 to 11 over the past three decades. In fact, approximately 9 million U.S. children over the age of 6 are considered obese.

On Aug. 12, these statistics and the importance of maintaining a healthy lifestyle were addressed by Daniel Hamilos, MD, of MGH's Rheumatology, Allergy and Immunology Division. In partnership with the Making Our Environment Right (MOER) Foundation's first annual Childhood Obesity Prevention Program (COPP) Health Series, Hamilos spoke to approximately 130 school-age children at the Yawkey Boys and Girls Club of Boston, giving an interactive and child-friendly presentation. The MGH Heart Center provided more than 100 pedometers, and children who indicated they had asthma were given peak flow meters.

The COPP Health Series-Boston ran from May 6 through Aug. 12 and featured lecturers from the MGH, Partners HealthCare, BWH, Harvard Medical School and Healthworks Fitness for Women. For more information about the program, access *www.moerfoundation.org/copp/index.html.*

## *Score one for patients with Remy Report Blood Drive*

**MGHers soon will** have the opportunity to step up to the plate for patients by participating in the MGH Blood Donor Center's annual Remy Report Blood Drive. For the third year, Jerry Remy – a Red Sox commentator for New England Sports Network, host of the "Remy Report" and a former Red Sox player – is teaming up with the center to host the blood drive Sept. 8 through 12. During the week, all donors will receive an autographed "RemDawg" T-shirt and automatically will be entered into a raffle to win a pair of Red Sox tickets.

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. The center is open for platelet donations Monday through Thursday, from 7:30 am to 5 pm; and Friday, from 8:30 am to 3 pm. Walk-ins are welcome for whole blood donations and appointments are encouraged for platelet donations. For more information or to schedule an appointment, call (617) 726-8177.

## Partners in Excellence nominations

**Nominations** currently are being accepted for the 2008 Partners in Excellence (PIE) Awards, which each year honor exceptional employees for their outstanding contributions to the success of Partners HealthCare, including work to improve quality, safety and efficiency through High Performance Medicine. Individuals and teams may be nominated for an award in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions.

To submit a nomination online, visit *pulse.partners.org/about/pie_about.htm.* Paper nomination forms also are available from managers and supervisors.

All nominations are due by Sept. 19. An MGH awards ceremony will be held Dec. 19. For more information about the awards, e-mail *partnersinexcellence@partners.org* or call (617) 724-9743. For more information about High Performance Medicine, visit *pulse.partners.org/about/signature.htm.*

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MGH HOTLINE



## WHAT'S HAPPENING

**Change in *Hotline* schedule**
Due to the Labor Day holiday, *MGH Hotline* will not be published Aug. 29. The regular publishing schedule will resume Sept. 5.

**HBS course on value-based health care delivery**
From Jan. 5 through 9, Harvard Business School (HBS) will offer a weeklong, graduate level immersion course on value-based health care delivery. The course is led by Michael Porter, director of the HBS Institute for Strategy and Competitiveness and co-author of the book "Redefining Health Care: Creating Value-Based Competition Based on Results," and will include case studies, readings, lectures and presentations by guest speakers. The course is free and open by application to HBS students, Harvard Medical School students, Boston-area physicians, and clinical and health care leaders from outside Boston. The application deadline for nonHBS students is 5 pm Oct. 2. For a complete overview, visit *www.isc.hbs.edu/pdf/HC_Immersion_Schedule_2008.pdf.* To apply, visit *http://poll.hbs.edu/poll/open/pollTakerOpen.jsp?poll=122264.*

**Melanoma lecture series**
As part of its Melanoma lecture series, the MGH Melanoma and Pigmented Lesion Center will host "Clinical Implications of Transcriptional and Signaling Pathways in Melanoma" Sept. 2, from 9 to 10 am in the Simches Research Center, Room 3110. David E. Fisher, MD, PhD, chief of MGH Dermatology, will be the guest speaker. Light refreshments will be served beginning at 8:30 am. For more information or to obtain a temporary ID badge for access to the Simches Research Center, contact Brie Trefrey at *btrefrey@partners.org.*

**Senior HealthWISE lecture series**
The MGH Senior HealthWISE lecture series will host "Hearing Loss" Aug. 28, from 11 am to noon in the Haber Conference Room. Ellen O'Neill, ScD, CCC-A, an audiologist with the Massachusetts Eye and Ear Infirmary, will be the guest speaker. For more information, call (617) 724-6756.

**Smoking cessation program**
The MGH Tobacco Treatment Service is offering a seven-week smoking cessation program on Wednesdays beginning Sept. 3 at 5:30 pm. The program will include information about preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free life. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Advance registration is required along with a registration fee, which is on a sliding scale. For more information or to register, call (617) 726-7443.

**Have You Heard? hearing and balance seminar**
The Audiology Department at the Massachusetts Eye and Ear Infirmary will offer a free seminar, "Have You Heard?" Sept. 27, from 9 am to 12:30 pm in the Meltzer Auditorium. Topics will include medical and surgical treatments for hearing loss, understanding hearing aid technologies, and features and progress in balance research. For more information or to register, call (617) 573-3265 or visit *www.meei.harvard.edu.*

## GENERAL

**Lorraine Drapek, RN, MS, OCN,** of MGH Radiation Oncology, has been awarded the MGH Cancer Center's 2008 Oncology Nursing Career Development Award, which is presented annually to a nurse who demonstrates excellence in delivering care to cancer patients, serves as a role model and is committed to professional development. The $1,000 award is funded by the Friends of the MGH Cancer Center, a volunteer organization dedicated to providing comfort, support, education and amenities for patients, families and friends.

Seven MGH researchers have been selected to receive a 2008 Young Investigator Award from NARSAD, a nonprofit organization dedicated to mental health research. Each winner will receive a two-year grant worth $60,000 for research on psychiatric disorders. The MGH honorees and their areas of research are: **Amy Farabaugh, PhD,** responses to selective serotonin reuptake inhibitors in major depressive disorders; **Daphne Holt, MD, PhD,** paranoid schizophrenia and its associated biological processes within specific brain regions; **Mohammed Milad, PhD,** functional magnetic resonance imaging studies of post-traumatic stress disorder; **Mireya Nadal-Vicens, MD, PhD,** fruit fly models of psychiatric disease; **Roberto Sassi, MD, PhD,** functional magnetic resonance imaging of pediatric bipolar disorder; **Tatiana Sitnikova, PhD,** the role of genetic and neural dysfunctions in real-world cognition in schizophrenia; and **Jennifer Stone, PhD,** a genome-wide search for genes contributing to schizophrenia.

**Submit news tips and story ideas to the *MGH Hotline***

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Therese O'Neill, assistant editor, at (617) 724-2753;
Sarah Bernstein, intern, at (617) 643-3865;
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by fax to (617) 726-7475;

by e-mail to *Hotline@partners.org* or

by mail to the Public Affairs Office,
50 Staniford Street, Suite 830
Boston, MA 02114.

*www.massgeneral.org/news/*

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September 5, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**A DAY TO REMEMBER:** *Several MGHfC patients and their family members were treated to a special outing with the BPD.*

## *Cops for Kids with Cancer treat MGHfC patients to summer outing*

**The warm summer** sea breeze along the Boston Harbor can gently soothe those who have the opportunity to enjoy the setting. On Aug. 25, several young pediatric cancer patients, along with their siblings and parents, enjoyed this summertime escape when the MassGeneral Hospital *for* Children's (MGH*f*C) Pediatric Hematology and Oncology Center partnered with Cops for Kids with Cancer (CFKWC) to offer the group an outing on the harbor in a Boston Police Department (BPD) patrol boat.

Established eight years ago by former BPD captain and cancer survivor John Dow and his wife Joan, CFKWC provides support for pediatric cancer patients and their families throughout Boston. The organization has presented the harbor excursion to children undergoing cancer treatment at MGH*f*C for the past four years. This year, retired Superintendent-in-Chief Robert Faherty, CWKWC chairman,

*(Continued on page 2)*

## Can you spot the hand hygiene noncompliance?

**In an effort** to help employees better understand the MGH's hand hygiene requirements, *MGH Hotline* periodically will run brief scenarios describing an instance of noncompliance with the hospital's hand hygiene standards along with the correct action that should have been taken. Below is the first such example.

*A nurse is working on a computer in the hallway and hears an alarm coming from a machine in her patient's room. She gets up, enters the room, looks at her patient and sees that he is resting comfortably. The nurse then reads the display on the patient's machine and reaches over to cancel the alarm. She then steps out of the room and uses Cal Stat before returning to the computer. What did she do wrong?*

*See answer on page 2.*

## Can you spot the hand hygiene noncompliance?

*(Continued from page 1)*

**Answer:** The nurse did not use Cal Stat before touching the equipment in the room, which is part of the patient's environment. Hand hygiene always must be practiced both before and after contact with the patient or the patient's environment.

## – *Cops for Kids*

*(Continued from page 1)*

and current and retired BPD officers again rallied colleagues from the Motorcycle, Harbor Patrol, K-9 and Mounted Units to provide the children with an unforgettable trip. The children and parents were given a police escort from the Yawkey Center for Outpatient Care to the Boston Police Harbor Unit in South Boston, where the special guests boarded the patrol boat for a scenic cruise around the harbor.

"This trip was such a wonderful opportunity for the kids and their siblings," says Elyse D. Levin-Russman, LICSW, Pediatric Hematology-Oncology clinical social worker. "The children even had a chance to drive the boat. We are so thankful to Mr. Faherty and Cops for Kids with Cancer for their continued support of our patients and their families."

The excursion culminated with a trip to the *U.S.S. Constitution*, the historic heavy frigate of the U.S. Navy. From the patrol boat, the children experienced the excitement of the ship's cannons being fired and watched the lowering of the flag. Following the boat ride, Faherty presented the MGH*f*C with a check for $10,000 to support the family-centered care programs and services for pediatric cancer patients. ●

## DID YOU KNOW ...

PHOTO: STEVE GARDNER, MD

**The MGH Volunteer Discharge and Patient Escort Service transports an average of 2,500 patients per month. Approximately 20 percent of these transports include patients escorted between the main campus and the Yawkey Center for Outpatient Care. Volunteers are available to transport patients to and from any main campus location including the Professional Office Building, 101 Merrimac Street and 50 Staniford Street. Approximately 380 volunteers contribute 1,200 hours of service per month to this volunteer role alone.**

## *MGHers help prepare for Gustav*

**As Hurricane Gustav** barreled its way toward the G Coast last week, members of the state's disaster response teams were among those who made their way to Louisiana to aid in medical relief efforts underway there. The MGH contingent included members of both the MGH-sponsored International Medical Surgical Response Team (IMSuRT) as well as the Burn Specialty Team, jointly sponsored by the MGH and Shriners Hospital.

**A HELPING HAND:** *MGHers join disaster response teams in Louisiana.*

Since their arrival Aug. 28, the MGH team has been stationed at a federal medical center – housed in a local gymnasium – in Baton Rouge. Initially, the group provided medical care to special needs evacuees from New Orleans, but major power outages in the wake of the storm brought hundreds of additional patients from medical centers in the areas surrounding the city.

The MGH crew members are Maurice Isenhart of Police and Security; Karen Konner, LICSW, MSW, of Social Services; Nick Merry, RN, of the Medical Intensive Care Unit; Jacque" Nally, RN, of Emergency Services; and Brenda Whelan, RN the Surgical Intensive Care Unit. Susan Briggs, MD, of the MGH Department of Surgery and director of IMSuRT, coordinated the hospital's response efforts. ●

MGH HOTLINE



# MGH Center for Comparative Medicine hosts high school summer interns

**A POSITIVE EXPERIENCE:** *NCAHS students learned about a variety of animals during their summer internship program at the MGH Center for Comparative Medicine.*

**A hands-on** learning environment is a setting in which many students thrive. Recently, the MGH Center for Comparative Medicine (CCM) offered such a setting to 10 high school interns and their teacher from Norfolk County Agricultural High School (NCAHS) for four weeks in a collaboration with MassBay Community College and the New England Wildlife Center. The project was supported by a grant from the United States Department of Agriculture.

Located in Walpole, Mass., NCAHS combines academics with vocational training in various agricultural disciplines. The school and collaborating organizations, including the MGH, launched the two-year summer internship program as a way for select students majoring in animal science to gain firsthand animal husbandry experience.

Angela Howard, Workforce and Outreach manager for the CCM, coordinated the program with Suzanne Greene, curriculum coordinator at NCAHS. During the course, students rotated through a number of CCM research facilities, learning about a variety of animal species and working alongside experienced CCM staff and MGH scientists.

"This was a fantastic opportunity for the students to see biomedical research on a major scale and to appreciate how much of that research depends on quality lab animal care," says Steve Niemi, DVM, CCM director. "The students also benefited from our research animal specialists and veterinarians who described their roles here and gave insight into the animals with which they work. We hope to continue this mutually rewarding relationship with the school in the future."

In addition to the MGH rotation, students also visited the Massachusetts Institute of Technology, the New England Aquarium, Charles River Laboratories, the New England Primate Research Center and the Marine Biological Laboratory at Woods Hole. ●

## A gift in memory of Mary

**Although 16-year-old Kelsey Conroy** created a theme reminiscent of the board game *Clue* for the fundraiser she coordinated to support the MassGeneral Hospital *for* Children's (MGH*f*C) Pediatric Hematology and Oncology Center, the high school student was not playing games. Three years ago, Conroy's then 2-year-old sister Mary was diagnosed with an ependymoma – a rare and aggressive brain tumor – and underwent treatment at the MGH*f*C, where she received chemotherapy and proton beam therapy at the Francis H. Burr Proton Therapy Center. Tragically, despite initially responding well to treatment, Mary succumbed to the illness Jan. 22, 2007.

Conroy, a student at Marshfield High School, knew she wanted to do something to help fulfill what she describes as her "personal goal to help out the hospital and the fight against cancer as much as I can in honor of Mary." Her school's annual Student Council Lock-In, an overnight leadership workshop held in partnership with other area schools, provided her with the perfect opportunity. At the beginning of her sophomore year, she approached the Marshfield High School Student Council Executive Board with her idea to give the event a game theme and collect board games to donate to the MGH*f*C.

"Cancer affects the entire family, not just the child being treated," says Conroy. "Hopefully by having the toys and games patients will be able to play with their families like they normally would at home."

After collecting more than 300 board games, Conroy, along with her parents and five brothers and sisters, brought the items to the Ellison 17 playroom on Aug. 6 for pediatric patients and their families to enjoy.

"We owe the MGH*f*C the world … Mary's fight was definitely easier, knowing that we had the hospital staff taking care of her," says Conroy. "They became and still are a big part of our family. So, to all the nurses and doctors who took care of Mary and our family, we thank you. We love you guys."

**A LOVING DONATION:** *Conroy, second from right, and her family delivered more than 300 board games and toys to the MGH*f*C.*

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MGH HOTLINE



What's happening

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: an "Autumn Fitness" exercise class Sept. 11, from 11 am to noon with lunch served from noon to 1 pm; and hypertension screenings Sept. 15, from 1:30 to 2:30 pm at the West End Senior Center in the West End Museum. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

**Eldercare discussion group**
The Partners Employee Assistance Program will host its monthly eldercare discussion group Sept. 9, from noon to 1 pm in the Yawkey Center, Room 7980. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

**Collins Lecture Series**
As part of the Collins Lecture Series, MGH Radiation Oncology will host "Epigenetics: The New Genetics of Cancer Susceptibility" Sept. 9, from 5 to 6 pm in the Haber Conference Room. Randy L. Jirtle, PhD, of Duke University Medical Center, will be the guest speaker. For more information, call (617) 724-1155.

**Photography Department move and renovation**
The MGH Photography Department has moved its customer service operations from Bulfinch 045 to the Police, Security and Outside Services Office in WACC 232. The temporary move will allow for a complete renovation of the department's Bulfinch space. All drop-offs and pick-ups will be handled in the WACC and all services will continue to be available. Contact information remains the same. For more information, call (617) 726-2237 or e-mail *mghphoto@partners.org.*

**Center for Connected Health symposium**
The Partners Center for Connected Health will host its annual symposium, "Who Provides, Who Decides, Who Pays: Consumers, Clinicians and Business Models in the Connected Care Era" Oct. 27 and 28 at the Joseph B. Martin Conference Center, Harvard Medical School. Opinion leaders and trendsetters in connected health strategies will provide insight and lead discussions regarding the toughest challenges in health care delivery and patient-centered models of care. A reduced rate of $450 is available to MGH attendees; to receive this rate, use the invitation code "Partners" when registering. For more information or to register, visit *www.connected-health.org.*

**Laser and aesthetic skin therapy course**
The MGH Wellman Center for Photomedicine and the MGH Department of Dermatology will co-host "Laser and Aesthetic Skin Therapy: What's the Truth?" Oct. 10 through 12 at the Joseph B. Martin Conference Center, Harvard Medical School. The course will emphasize new techniques and technologies while also critically evaluating current treatment practices. CME credit is available. For more information or to register, visit *www.cme.hms.harvard.edu/courses/Laser.*

**Golf tournament for Parkinson's disease research**
A nine-hole golf tournament benefiting Parkison's disease research at the MassGeneral Institute for Neurodegenerative Disease will be held Oct. 19, from 2 to 5 pm at Woburn Country Club. The registration fee is $60 and includes a golf cart rental and dinner. Hole sponsorship is $500. The registration deadline is Sept. 15. For more information or to register, contact Josephine Divincenzo at (781) 396-8409.

**Service Learning Series**
As part of its Service Learning Series, the MGH/MGPO Service Improvement Department will host "The Coaching Manager in Health Care: Building Engagement and Talent" Sept. 18, from 9 to 11 am at the Holiday Inn Select, 5 Blossom St. The guest speaker will be James Hunt, associate professor of Management at Babson College and co-author of "The Coaching Manager: Developing Top Talent in Business" and "The Coaching Organization: A Strategy for Leadership Development." The registration deadline is Sept. 12. For more information or to register, e-mail Beth Churnet at *bchurnet@partners.org.*

**PIE Awards nominations**
Nominations continue to be accepted for the 2008 Partners in Excellence (PIE) Awards. All MGHers are invited to nominate their colleagues – either individuals or teams – for their exceptional work throughout the year as well as their contributions to reaching the goals of High Performance Medicine. Nominations may be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To submit a nomination online, visit *pulse.partners.org/about/pie_about.htm.* Forms also are available from managers and supervisors. The nomination deadline is Sept. 19. For more information about the awards, call (617) 724-9743 or e-mail *partnersinexcellence@partners.org.* For more information about High Performance Medicine, visit *pulse.partners.org/about/signature.htm.*

**Submit news tips and story ideas to the *MGH Hotline***

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by mail to the Public Affairs Office,
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September 12, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**BRINGING HOPE:** *Above, Briggs, fourth from left, meets with Chinese health care providers to assess medical needs in the Sichuan Province. Below, many children who survived the May 12 earthquake need rehabilitation medical services.*

## *Briggs leads Project HOPE team in post-earthquake China*

**On May 12,** an earthquake measuring 7.9 in magnitude claimed the lives of more than 80,000 individuals, including approximately 15,000 children, in China's Sichuan Province. Hundreds of thousands more were injured and left needing rehabilitation services. To help assess the situation, Susan M. Briggs, MD, MGH trauma surgeon, director of the MGH International Trauma and Disaster Institute and founder of the International Medical Surgical Response Team (IMSuRT), led an international assessment team sponsored by Project HOPE to identify the pediatric rehabilitation needs in the stricken region.

Briggs and the team, which included 10 medical and administrative professionals, traveled to Sichuan Province in July to meet with Chinese health care providers in the area. Their main goal was to gain an understanding of the potential for tertiary hospitals in the surrounding cities to provide multidisciplinary physical and psychological services for those affected by the disaster.

*(Continued on page 2)*

## Warren Triennial Prize honors discoverers of microRNAs

**Two investigators** who helped to uncover a previously unsuspected world of tiny RNA molecules will be recognized next month with the MGH's highest award for research. Victor Ambros, PhD, of the University of Massachusetts Medical School, and Gary Ruvkun, PhD, of the MGH Department of Molecular Biology, will receive the 2008 Warren Triennial Prize in honor of their discovery that microRNAs play a crucial role in controlling the activity of important genes. The awardees will speak at an Oct. 29 scientific symposium at the Richard B. Simches Research Center.

Working in collaboration and independently over the past two decades, Ambros and Ruvkun were the first to find that tiny segments of RNA can turn off other genes by binding to the target genes' RNA. The mechanism they discovered has been shown to apply to animals ranging from worms to flies to fish to humans, and its application for the diagnosis, prognosis and treatment of diseases is just beginning to be explored.

Established in 1871, the Warren Triennial Prize is named for John Collins Warren, a co-founder of the MGH who also performed the first surgical operation on a patient under ether anesthesia. Over the years, 22 Warren Triennial recipients also have received the Nobel Prize. This year's celebration has been expanded to include an evening reception and dinner, featuring a talk by MGH trustee and Nobel Prize-winning geneticist Phillip A. Sharp, PhD, and the award itself increased to $50,000 for each recipient.

More information about the Warren Triennial Prize celebration will appear in an upcoming issue of *MGH Hotline.*

## Exploring the Institute for Patient Care

**The MGH Institute for Patient Care,** housed within MGH Patient Care Services (PCS), is a first-of-its-kind model for advancing multidisciplinary health care. Led by Executive Director Gaurdia Banister, RN, PhD, the institute comprises four separate centers which encompass several key tenets of the PCS commitment to delivering the highest quality health care: professional development, research, innovation and patient education. This fall, the institute will celebrate its one-year anniversary.

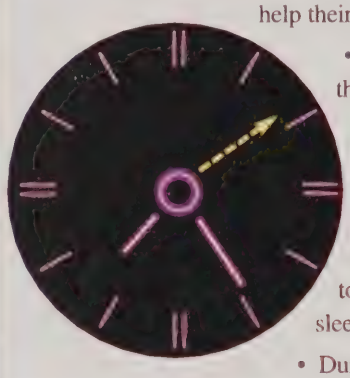
The four separate centers – the Norman Knight Nursing Center for Clinical and Professional Development, the Maxwell and Eleanor Blum Patient and Family Learning Center, the Yvonne L. Munn Center for Nursing Research and the Center for Innovations in Care Delivery – each have a unique focus to advance the institute's mission of developing and promoting multidisciplinary clinical care. With a commitment to fostering professional development among PCS clinicians, the Knight Center offers one of the country's top hospital-based nursing education programs. At the Blum Center, patient and family education is the top priority, and staff are dedicated to helping visitors learn from a trove of health information resources. The Center for Innovations in Care Delivery is an interdisciplinary effort aimed at identifying opportunities for change in clinical practice, evaluating their effect and creating plans for their implementation. At the Yvonne L. Munn Center, leading nurse researchers are working to apply evidence-based research to improve health care delivery and outcomes as well as the nursing practice. Additionally, several other PCS programs are a part of the institute, including collaborative governance, ethics and clinical decision-making, credentialing, workforce development, organizational evaluation, clinical affiliations, the Clinical Recognition Program and the International Visitors Program.

"With a focus on the Institute of Medicine's aims of safe, timely, cost-effective care and the vision of Jeanette Ives Erickson, the institute is uniquely poised to address some of the complex challenges in delivering health care today and in the future," says Banister.

For more information about the institute, contact Banister at (617) 724-1266 or *gbanister@partners.org.*

## *Back-to-school tips for sleepy children*

**With back-to-school** season here, parents may experience difficulties transitioning their children to an earlier sleep schedule. Kenneth C. Sassower, MD, of MassGeneral Hospital *for* Children's Pediatric Neurology and the Division of Sleep Medicine, offers the following suggestions for parents to help their child adjust.



- If a child is used to going to sleep later during the summer months, encourage him or her to go to bed 15 to 20 minutes earlier every few nights until a more desired sleep time is achieved. Attempting to advance the sleep schedule more rapidly may simply result in a child who is wide-eyed and frustrated by not being able to go to sleep. Parents should try to maintain this early sleep schedule during the weekends as well.
- During this transition from summer vacation to the fall school schedule, parents should help their child avoid any stimulants and drinks such as soda, chocolate or high-energy sports drinks that contain caffeine. In addition, parents should avoid giving over-the-counter sleep remedies, as they may just make the child excessively sleepy in school.
- If the sleep schedule has not significantly improved after a couple of weeks, parents should contact their pediatrician for further advice and management suggestions.

"Better sleep may make for a better student and for an overall better school experience," says Sassower.

## — *Project Hope*

*(Continued from page 1)*

Both the timing of the earthquake, which occurred during the school day, and its magnitude resulted in a large number of children with devastating crush injuries and amputations. In order to utilize the expertise of Project HOPE staff and their affiliated academic centers such as the MGH, the team worked to identify unmet needs in the care of the victims. The MGH previously has participated in similar assessments and projects after the earthquakes in Armenia and Turkey.

The Project HOPE team made a number of recommendations to address the need for improved medical services in the province. Among these, the group identified the need for professional training in the area of pediatric rehabilitation, which is a relatively uncommon medical specialty in China. In the coming months, select members of the MGH staff will initiate "train the trainer" programs to educate Chinese health care professionals in multidisciplinary rehabilitation medicine, which includes physical therapy, occupational therapy, prosthetics, orthopædic surgery and vocational training.

Briggs and the Project HOPE team will continue to assess the Chinese health care system's potential in meeting the long-term rehabilitation needs of earthquake patients and will work to identify ways to engage government and health authorities in the development of rehabilitation medicine for the affected children.

For more information about the MGH International Trauma and Disaster Institute, contact Briggs at *sbriggs@partners.org.* ●

MGH HOTLINE

Gregory

## Tee time at the MGHfC

**Young golf** enthusiasts at the MassGeneral Hospital *for* Children (MGH*f*C) learned the importance of following their dreams during a special visit Aug. 28 in the Ellison 17 playroom from two inspirational athletes, Anthony Netto and DJ Gregory. Netto, a native of South Africa, has golfed from a wheelchair since sustaining serious injuries in a 1994 car accident. He shared his story with the children, who also were given the opportunity to put their golf skills to the test during a putting demonstration. Gregory then described his own experiences as a golfer living with cerebral palsy, a disease that makes it difficult for him to walk and requires the use of a cane. Despite these challenges, he has embarked on a quest to walk every hole on the PGA Tour, an experience that inspired his words to the young patients: "If you have a dream, don't ever give up on it." ●

*Netto with a future golf pro*

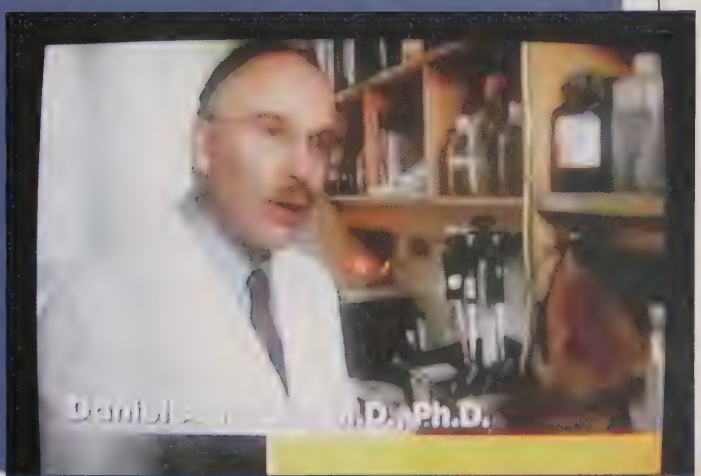
## The MGH stands up to cancer

**The fight against cancer** took an historic turn Sept. 5 as millions of viewers nationwide tuned in to "Stand Up 2 Cancer" (SU2C), a nationally televised fundraiser designed to generate awareness and help advance the goal of finding a cure for the disease. Co-hosted by news anchors Katie Couric, Charles Gibson and Brian Williams, the program was broadcast simultaneously on three major television networks – ABC, CBS and NBC – and brought together prominent scientists and physicians, cancer survivors, celebrities, media and entertainment leaders, philanthropists and others to raise more than $100 million for cancer research. All funds will be administered by the American Association for Cancer Research for innovative translational and clinical research conducted by multidisciplinary, multi-institutional teams.

During the hour-long program, the MGH Cancer Center earned a significant mention with a report on the groundbreaking CTC-chip – a microchip-based device that can isolate, enumerate and analyze extraordinarily rare circulating tumor cells (CTCs) from a blood sample. Daniel Haber, MD, PhD, director of the Cancer Center, and Lecia Sequist, MD, MPH, also of the Cancer Center, were interviewed during the segment for their work with the CTC-chip, which also was developed by teams led by Mehmet Toner, PhD, director of the MGH BioMicroElectroMechanical Systems Resource Center, and Ronald Tompkins, MD, ScD, chief of the MGH Burn Unit.

Local news affiliates supported the effort by highlighting Boston-area cancer research efforts, and a number of MGH Cancer Center clinicians and researchers were among those featured. WBZ-TV4 aired interviews with Haber and Jeffrey Settleman, PhD, an associate geneticist with the Cancer Center. Settleman described his work on cell line panels and its application for the development of targeted therapies. Additionally, a WCVB-TV5 segment spotlighted the work of Donald Kaufman, MD, director of the Claire and John Bertucci Center for Genitourinary Cancers. Kaufman discussed his research in the detection and surveillance of prostate cancer.

For more information about SU2C, visit *su2c.standup2cancer.org*.



**INNOVATIVE RESEARCH:** *Haber is shown in a segment during the SU2C telecast.*

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MGH HOTLINE



WHAT'S HAPPENING

**LGBT Employee Resource Group welcome reception**
The MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group will host a fall welcome reception Sept. 25, from 5 to 8 pm in the resident/fellow lounge, Wang 125. For more information, e-mail *lgbtmgh@partners.org.*

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture series, "Blood Clots: What You Need to Know About Risks, Prevention and Treatment" Sept. 18, from 11 am to noon in the Haber Conference Room with guest speaker Lynn Oertel, ANP, MS, CACP, of the MGH Anticoagulation Management Service; a book club discussion of "A Magnificent Catastrophe" Sept. 18, from 3 to 4 pm at the West End Library; and hypertension screenings Sept. 22, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

**PIE Awards nomination deadline approaching**
The Sept. 19 nomination deadline for the 2008 Partners in Excellence (PIE) Awards is approaching. All MGHers are invited to nominate their colleagues – either individuals or teams – for their exceptional work throughout the year as well as their contributions to reaching the goals of High Performance Medicine. Nominations may be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To submit a nomination online, visit *pulse.partners.org/about/pie_about.htm.* Forms also are available from managers and supervisors. The nomination deadline is Sept. 19. For more information about the awards, call (617) 724-9743 or e-mail *partnersinexcellence@partners.org.* For more information about High Performance Medicine, visit *pulse.partners.org/about/signature.htm.*

**Scientific Writing course**
The MGH Clinical Research Program and the MGH Department of Psychiatry are co-sponsoring "Scientific Writing" Oct. 1 and 8, from 4 to 5 pm in the O'Keeffe Auditorium. Topics covered will include clarifying the writer's interests, creating an outline, avoiding obsessive perfectionism, writing multiple drafts and understanding the peer review process. Theodore Stern, MD, of Psychiatry, will be the instructor. To register, visit *hub.partners.org/catalog.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

**Volunteers needed for MGH/Timilty Partnership**
The MGH/Timilty Partnership is seeking volunteers to mentor students at the James P. Timilty Middle School with their science fair projects. Mentors meet with students at the MGH or CNY Friday mornings, twice per month, October through January. The partnership provides ongoing mentor training and support. For more information, contact Joan McCarthy at (617) 724-3210 or *jemmccarthy@partners.org.*

**Home ownership seminar**
The Partners Employee Assistance Program is offering an "Introduction to Home Ownership" seminar Sept. 24, from noon to 1 pm in the Thier Conference Room. Guest speaker Robert Gray, senior mortgage originator from the Harvard University Credit Union, will discuss the purchasing process for a new home. Free pre-approval for first-time buyers will be available. For more information, call (617) 726-6976 or visit *www.eap.partners.org.*

**Ramadan Iftar dinner**
MGH Patient Care Services and MGH Human Resources will host a community Iftar dinner Sept. 16, from 6 to 8 pm in the Thier Conference Room to celebrate the breaking of the fast during the Muslim holy month of Ramadan. For more information or to register, e-mail Firdosh Pathan at *fpathan@partners.org.*

**Women in Medicine Month event**
In honor of Women in Medicine Month, the MGH Office for Women's Careers will host "Business Advice for Women Leaders in Medicine" Sept. 18, from 3 to 4:30 pm in the Bulfinch Tent. Guest speaker Jeanine Weiner-Kronish, MD, chief of the MGH Department of Anesthesia and Critical Care, will discuss problematic perceptions about women business leaders and challenges women have in obtaining leadership positions in business. For more information or to register, call (617) 724-5229 or e-mail *womens.careers@partners.org.*

**Save the date for Partners Physicians Day**
The 10th annual Partners Physicians Day will be held Feb. 7, from 8 am to 5 pm at the Boston Marriott Copley Place. All Partners physicians are invited to attend. The keynote speaker will be Jeffrey Drazen, MD, editor-in-chief of the *New England Journal of Medicine.* Registration materials will be mailed to physicians in December. For more information, visit *clinicalaffairs.partners.org* and click "Events and Education."

**Submit news tips and story ideas to the *MGH Hotline***

**Contact:**
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**by fax to (617) 726-7475;**

**by e-mail to *Hotline@partners.org* or**

**by mail to the Public Affairs Office,**
**50 Staniford Street, Suite 830**
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September 19, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

# *Gary Ruvkun named a co-recipient of the Lasker Award*

*Ruvkun*

**MGH investigator Gary Ruvkun, PhD,** is one of three co-recipients of the 2008 Lasker Award for Basic Medical Research. Presented by the Albert and Mary Lasker Foundation, the Lasker Awards are often considered the American version of the Nobel Prize, and many Lasker recipients have gone on to win the Nobel. The award will be presented Sept. 26 in New York.

Ruvkun and co-recipients – Victor Ambros, PhD, of the University of Massachusetts Medical School and David Baulcombe, PhD, FRS, of the University of Cambridge in the United Kingdom – are being honored for their discovery that tiny molecules of RNA can control the activity of critical genes in animals and plants. Ruvkun and Ambros also are receiving the 2008 MGH Warren Triennial Prize for the same work.

*(Continued on page 2)*

**THE GRADUATES:** *From left, Alicia Lacerda, Hederson, Hussen Mohammed, Chantel O'Bryant, Andres Cuellar, Catarina Lima and Wise*

## Marking a milestone in their young careers

**The MGH Center for Community Health Improvement,** formerly known as the MGH Community Benefit Program, provides a rich 20-month internship at the MGH to select students from East Boston High School (EBHS) and – through a recent partnership spearheaded by Patient Care Services and the MGPO – students from Health Careers Academy. This year's interns marked their completion of the program at a special ceremony Aug. 21 in the Thier Conference Room. Galia Wise, MGH School Partnerships manager, and Christy A. Zarrella, EBHS Health and Human Services Pathway teacher, congratulated the students for their commitment, success and hard work.

Special guest LeRoi S. Hicks, MD, MPH, of BWH and Harvard Medical School, presented the service's keynote address, applauding the young adults for completing high school, pursuing higher education and following their dreams. Hicks encouraged the students to identify and reflect upon their motivation and purposes, give back to others and most importantly, embrace humility.

ProTech graduate Crystal M. Hederson shared her experiences as an intern working in the MGH Pharmacy Department and thanked the MGH for the opportunity to experience firsthand the work that she hopes to pursue in college. "This fall, I will be attending Framingham State College, where I plan to major in Business Administration. Working in the MGH Pharmacy has helped prepare me for what I might expect to see in my college classes. I have worked with the business side of the Pharmacy to fill requisitions from outside hospitals that need medications from us. I also learned about inventory, computers and handling customers, both on the phone and in person. As a result, I have stronger communication skills, which are so important to work, school and life," she said.

The MGH Center for Community Health Improvement has participated in the ProTech school partnership initiative for more than 15 years, providing work-based career preparation to high school juniors and seniors interested in careers in health care. Interns engage in a number of training programs and professional development seminars, in addition to working alongside MGH mentors throughout their two-year commitments.

For more information about the ProTech program, contact Wise at (617) 724-8326.

## – Ruvkun

*(Continued from page 1)*

The two began collaborating as postdoctoral fellows at Massachusetts Institute of Technology, where they isolated a gene called *lin-14*, which operates in concert with a gene called *lin-4* to regulate key developmental transitions in the *C. elegans* roundworm. As independent investigators – Ruvkun in the MGH Department of Molecular Biology and Ambros at Harvard University – they continued exploring how those genes interact and discovered that *lin-4* blocks the activity of *lin-14* in a manner never seen before – through direct interaction between tiny segments of the two genes' RNA strands.

In 2000, Ruvkun's team discovered *let-7*, another tiny regulatory RNA that shuts down its target gene in the same way and went on to show that animals from fish to flies to humans have their own versions of *let-7*. In the meantime, Baulcombe was finding that tiny RNAs also silenced genes in plants. It now appears that the human genome contains between 500 and 1,000 microRNAs involved in a broad range of normal and disease-related activities. Researchers have just begun exploring their potential for the diagnosis, prognosis and treatment of disorders.

A member of the MGH Center for Computational and Integrative Biology, Ruvkun has continued to investigate RNA's role in controlling gene expression and is studying other mechanisms involved in the development, metabolism and longevity of *C. elegans*, including genes involved in the regulation and storage of fat. ●

**GOOD COUNSEL:** *From left, center staff Carolyn Delaney; Tracey Moriarty, MSW; Melissa Kelly, LICSW, MSW; Lewis; Cally Woodward, APRN-BC; Hall; Evelyn Rivera; and Carolan-Bolognese*

## Counseling services close to home

**Charlestown's close-knit** community has faced a growing substance abuse and mental health crisis. During the past few years, residents there have been increasingly alarmed by spiking addiction and overdose rates, which are among the highest in the city. In response to this epidemic, six months ago the MGH Charlestown HealthCare Center unveiled the Monument Street Counseling Center to expand and broaden access to much-needed services in the community.

Located within the Bunker Hill housing development, the center's focus is on the local community. Its staff – clinical social workers, a resource specialist and a psychiatric clinical nurse specialist – offer adult and adolescent patients a full spectrum of services. These include comprehensive evaluation of mental health and substance abuse disorders; individualized treatment planning; therapy for individuals, couples, families and groups; interventions; and referrals for medications or other medical services. Some special initiatives include a support group for teenage girls coping with substance abuse disorders, which will launch this month, and two groups for adults recovering from addictions that will begin later this fall.

The Monument Street Center is an affiliate of MGH Charlestown and led by Lorenzo Lewis, MD, medical director; Richard Hall, LICSW, clinical director; and Peggy Carolan-Bolognese, administrative director. In order to receive services, patients must either be a Charlestown resident or have a primary care physician at MGH Charlestown. For more information or to make a referral, call (617) 643-5020. ●

## Running for a cause with MassGeneral Hospital *for* Children

**Individuals interested** in running the 2009 Boston Marathon to support the MassGeneral Hospital *for* Children's (MGH*f*C) marathon team – "Fighting Kids' Cancer ... One Step at a Time" – which supports the MGH*f*C's Pediatric Hematology and Oncology Center, have the opportunity to experience one of the city's most celebrated traditions while supporting a worthy cause. MGH*f*C marathon team runners receive access to the FirstGiving website to promote their cause; participation at team meetings that offer assistance with fundraising, nutrition, training, team building and marathon day information; receipt of e-newsletters with helpful hints and important information about training and nutrition; participation in the MGH*f*C patient partner program; an invitation to a pre-marathon pasta dinner; transportation to Hopkinton on the day of the marathon, and more.

To participate, runners are responsible for raising a $50 MGH registration fee; a $200 or $250 Boston Athletic Association fee, which is based on the date of submission; and a fundraising commitment, which is $3,000 for charity runners and $500 for qualified runners. When registering, participants must include first name, last name, e-mail address, mailing address, telephone number and reasons for wanting to run on the MGH*f*C Marathon Team.

For more information or to register, contact Amy Flynn of the MGH Development Office at *aflynn2@partners.org.*

**HAPPY FEET:** *Members of last year's MGHfC marathon team*

MGH HOTLINE



## *A mutually interesting visit to the MGH Tissue Engineering Labs*

**Members of** the alternative rock band The Dandy Warhols – vocalist Courtney Taylor-Taylor and drummer Brent DeBoer – took time out before their Sept. 16 show to visit the MGH Tissue Engineering Laboratory, where Surgery Research Fellows David Hoganson, MD, and Howard Pryor, MD, and the staff are developing vascular devices to replace liver and lung tissue. Fans of the band's song, "I Am a Scientist," the MGH researchers often listen to the band's music and e-mailed the group offering a tour of their lab while the musicians are in town.

"Obviously what this group is doing is incredibly interesting," says Taylor-Taylor. "We thought it would be cool to see how things are done – tissue engineering liver, lung and placenta. This is phenomenal, life-changing work done here." ●

**JUST DANDY:** *From left, Pryor, DeBoer, Taylor-Taylor and Hoganson*

## *Hearts of Gold walkers raise money for heart disease and stroke*

**MGH Heart Center** staff and patients laced up their walking shoes to support the fight against heart disease and stroke during the American Heart Association's (AHA) annual Heart Walk Sept. 13. Approximately 300 walkers on the MGH team participated in the one-, three- or six-mile routes along the Charles River Esplanade. The team's efforts raised nearly $54,000 to fund AHA research, education and advocacy for heart disease and stroke.

"It is so wonderful to see our Heart Center patients and staff walking and participating together," says Kathleen Gallen, RN, BSN, Heart Center Outpatient Access nurse. "Our patients are the reason we feel strongly about raising money for the AHA. This money goes toward important cardiovascular research that eventually will benefit our patients."

This year's MGH Heart Walk team was named "Hearts of Gold" in memory of Herman K. "Chip " Gold, MD, an MGH cardiologist who was a pioneer in the field of interventional cardiology. Gold died earlier this year.

The Hearts of Gold walkers met in the Garden Room at the MGH for a healthy kick-off breakfast before heading over to the Hatch Shell where they enjoyed live entertainment and guest speakers prior to the start of the walk.

The MGH Heart Center also was part of the post-walk festivities, which included nutritious food and heart-healthy activities. The center hosted an information tent where visitors could take a chance at spinning the Risk Factor Wheel and answer heart-related questions to win prizes. Volunteers at the tent also helped individuals determine their body mass index, a good indicator of healthy or unhealthy weight for adult men and women.

"A lot of people brought family and friends to be part of this great cause," says Christine Burton, a Heart Center staff assistant who helped organize the MGH team. "It was a great event, and I think everyone had a wonderful time." ●

**HAVE A HEART:** *The MGH Cath Lab team walkers include, from left, Christine Smith, Jessica McKenna, Marla Purciello, Christine Joyce, Captain Rose Guanci, Sharon McKenna, Dena DeJoseph-Gauthier and Juno in front*

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE lecture series**
The MGH Senior HealthWISE lecture series will offer "Art and Healing" Sept. 25, from 11 am to noon in the Haber Conference Room. Stephanie Sordillo, expressive arts therapist for the MGH HOPES Program and program manager for Illuminations, will be the guest speaker. The event is free for seniors age 60 years or older. For more information, call (617) 724-6756.

**Memorial service for Allan Moore, MD**
A memorial service for Allan Moore, MD, of the MGH Endocrine Division and MGH Internal Medicine, will be held Oct. 7 in the O'Keeffe Auditorium. A reception in the East Garden Room will follow. Moore died July 24 at age 31 from injuries he sustained in a July 12 scooter accident. Donations may be sent to the Dr. Allan F. Moore Fund, c/o the Office of the President, Ohio State University, 205 Bricker Hall, 190 N. Oval Mall, Columbus, OH, 43210.

**Fall 2008 computer training schedule**
Partners Information Systems Training has released the Fall 2008 computer training schedule for Microsoft Office 2003. To view a complete schedule, visit *is.partners.org/training*. To register, visit *ibridge.partners.org* and select the following: Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then type in "ISM" to view available sessions. For more information, e-mail *istraining@partners.org*.

**Former MGH patient on Oprah**
Monica Sprague Jorge, former patient of the Surgical Intensive Care Unit and Ellison 7 and a dedicated mother and wife, persevered through a devastating illness of necrotizing fasciitis and touched many caregivers' lives in the process. Tune in to hear her inspiring story of recovery on "Oprah" this Sept. 24 at 4 pm on WCVB-Channel 5.

**George B. Murray Limbic Lectureship**
As part of the George B. Murray Limbic Lectureship, the MGH Department of Psychiatry will host "Alterations in the Limbic Dopaminergic System During HIV Infection and AIDS Related Neuropsychiatric Disorders" Oct. 9, from 4 to 5:30 pm in the Haber Conference Room. Francisco Fernandez, MD, of the University of South Florida College of Medicine, will be the guest speaker. For more information, contact Lauren McAviney at (617) 726-5758 or *lmcaviney@partners.org*.

**Tuition reimbursement requests go online**
Employees now can initiate the tuition assistance process from their desktop using PeopleSoft, a new process that also will allow employees to track the status of their requests at any time. To request tuition assistance, log into PeopleSoft by visiting *ibridge.partners.org*. Employees without computer access can use computers in the Employee Access Center, Bulfinch 107. Paper forms no longer are accepted as of Sept. 15. For more information, call (617) 726-2230 or e-mail *mghtraining@partners.org*.

**Conference on genetic basis of adult medicine**
The BWH Department of Medicine will host the fourth annual "Genetic Basis of Adult Medicine: What the Primary Care Provider Needs to Know" conference Oct. 10 through 12 at the Fairmont Copley Plaza Hotel. MGH attendees are eligible to attend for a discounted registration fee. To register, visit *www.cme.hms.harvard.edu/courses/genetic*. For more information, contact Ellen Cho at (617) 525-4746 or *echo@rics.bwh.harvard.edu*.

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## IN GENERAL

The NephCure Foundation has named **Anna Greka, MD, PhD**, of MGH Nephrology, a recipient of its Young Investigator Grant. Worth $100,000 annually for three years, the grant supports basic science research initiatives aimed at identifying the cause, treatments and potential cures for focal segmental glomerulosclerosis (FSGS) and nephrotic syndrome. Greka plans to study how changes in kidney cell calcium signaling may lead to destruction of the kidney filter, thus leading to syndromes such as FSGS.

Three MGH scientists have been honored by the Damon Runyon Cancer Research Foundation, an organization dedicated to identifying and supporting extraordinary young scientists conducting innovative cancer research. **Sarah K. Bowman, PhD**; and **Carolyn M. Phillips, PhD**, have been named recipients of the Damon Runyon Fellowship and will receive three years of funding for their work in basic and translational cancer research. Bowman is sponsored by Robert E. Kingston, PhD, chief of MGH Molecular Biology, and Phillips is sponsored by Gary Ruvkun, of MGH Molecular Biology. **Andrew T. Chan, MD, MPH**, has been selected as a Damon Runyon Clinical Investigator and will receive $450,000 over three years for patient-oriented cancer research. Chan is mentored by Ralph Weissleder, MD, PhD, of the MGH Center for Molecular Imaging Research and Charles S. Fuchs, MD, MPH, of the Dana-Farber Cancer Institute.

September 26, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Minehan elected chair of the MGH Board of Trustees*

**The Sept. 19** MGH Board of Trustees meeting marked a milestone in the hospital's history, as Edward P. Lawrence, Esq., presided over his final meeting as chairman of the 15-member governing board. At the end of the meeting Cathy E. Minehan was elected to succeed him as chair, the first woman to lead the MGH board in the hospital's nearly 200-year history.

Lawrence, who this summer announced his decision to step down as chairman, received several standing ovations, as his fellow trustees and MGH officials offered their deepest respect, gratitude and admiration for the extraordinary dedication and leadership he has provided the board since 1999.

**LEADERSHIP MILESTONE:** *From left, Lawrence, Minehan and Slavin*

"We have been fortunate indeed to have such outstanding leadership of our board," says MGH President Peter L. Slavin, MD. "Ed has been active, engaged and truly committed to advancing the MGH as a health care resource locally, nationally and globally. This hospital is a stronger and better place because of Ed's imprint. We are profoundly grateful for his guidance and service, and I look forward to his continued involvement in the future of this hospital."

After saluting and recognizing Lawrence, board members officially welcomed Minehan to her new position at the head of the table. The managing director of Arlington Advisory Partners, Minehan is the former president and chief executive officer of the Federal Reserve Bank of Boston. She has served as a member of the MGH Board of Trustees since 2002.

*(Continued on page 2)*

## The MGH recognized as a top employer

**For the third** consecutive year, the MGH has received top employer honors from two national organizations – AARP and *Working Mother* magazine. AARP has named the hospital one of the top employers in the country for employees over age 50, while the magazine named the MGH to its list of the 100 best companies in the United States for working mothers. Both of these accolades recognize the many programs, policies and benefits designed to support MGH employees.

The recognition from *Working Mother* was the result of an extensive application process that examined issues such as the hospital's workforce, compensation, child care and leave policies. MGH programs and services that scored particularly high were child care options through the MGH Children's Center and the Back-Up Child Care Center; parenting and child care workshops through the Employee Assistance Program; fitness and wellness programs; and family-friendly benefit policies that allow MGH working mothers flexibility in choosing part- or full-time employment. AARP's announcement that the MGH had earned a spot on its list of the nation's top employers for workers over age 50 also came after a comprehensive application process. Many factors went into choosing the MGH, including recruiting practices, professional development programs, benefit policies and flexible scheduling options.

"It is a tremendous honor that AARP and *Working Mother* once again have chosen to recognize the MGH in this way," says Jeff Davis, senior vice president for MGH Human Resources. "Our employees constitute an incredibly diverse population, and it is impossible to take a one-size-fits-all approach to meeting both their professional and personal needs. We are committed to equipping all MGHers with the tools they need to succeed, and I believe these honors are a wonderful testament to that fact."

## — Minehan

*(Continued from page 1)*

"Cathy has been an invaluable member of our board for the past six years, willingly sharing her wisdom, perspectives and ideas," Slavin says. "The MGH clearly has benefited from Cathy's breadth of experience, enthusiasm and steadfast commitment to advancing the hospital's mission for our patients and their families, staff and friends. And with her expanded role on the board, I know that the governance of this hospital will continue to be in great hands in the years ahead."

As chair of the MGH Finance Committee, Minehan has brought extensive business insight and strategic guidance to the hospital's financial operations. She has worked to foster the integration of business, hospital operations and strategic growth, helping lead the Finance Committee through significant capital decisions, including the approval for the Building for the Third Century and the purchase of Charles River Plaza office space. In addition to her role as an MGH trustee, she has served as a member of the boards of Partners HealthCare and the MGH Institute of Health Professions.

She and her husband, E. Gerald Corrigan, are longtime champions of the MGH, providing significant support for the capital needs of the hospital and the care of women's cardiac health. In recognition of that support, the hospital established the Linda Anne Barlow Cardiac Surgical Intensive Care Unit and the Elizabeth Anne and Karen Barlow Corrigan Women's Heart Health Program at the MGH.

"MGH is an incredible and, in many ways unique, asset to health care here in Boston and the world more broadly," Minehan says. "I am continually awed by the work that is done there, and I look forward to contributing to that work even more directly as chair of the MGH board." ●

**MOTHER WARRIORS:** *From left, McCarthy, Jorge and Winfrey*

## Former MGH patient takes center stage on Oprah

**Monica Sprague Jorge** was transferred to the MGH in August 2007 with a devastating case of necrotizing faciitis – also known as flesh-eating bacteria. Her health had begun to decline drastically soon after delivering her second daughter. To save her life, doctors performed more than 30 surgeries, including procedures that would change her life forever – the amputation of all four of her limbs which had been damaged by the infection. As Jorge battled for her life, she won the hearts of her caregivers with her courageous spirit and determination to return home to her daughters and husband.

This week, millions of people bore witness to Jorge's sparkling personality on national television. With her husband, Tony, at her side, Jorge received a standing ovation as she walked onto the stage of the "The Oprah Winfrey Show." Actress Jenny McCarthy, the mother of an autistic boy, also appeared on the program called "Mother Warriors" that aired Sept. 24. McCarthy and Jorge both shared their own parenting challenges and successes.

"My strength comes from my family, my friends and the whole support system from the community to the support at the MGH and Spaulding Rehabilitation Hospital," Jorge told Oprah and her audience.

A two-part series in the *Boston Globe Magazine* brought Jorge's story of perseverance and mothering to light earlier this year. Several MGH caregivers participated in that story and continue to stay in touch with Jorge and her family. ●

## *In memoriam: Sebastian Schwarte, MD*

**Sebastian Schwarte, MD,** of the MGH Transplantation Biology Research Center (TBRC), died suddenly Sept. 19. He was 32 years old.

A native of Hannover, Germany, Schwarte received his medical degree in 2003 and his doctoral degree, *summa cum laude,* in 2006 from Hannover Medical School. After completing his clinical training in radiation oncology there, he joined the MGH in 2006 as a postdoctoral fellow in the TBRC laboratory of Megan Sykes, MD, with a fellowship from the German Research Foundation. At the MGH, Schwarte's work explored the mechanisms of graft-versus-tumor effects and established a model of solid tumor regression induced by intentional rejection of allogenic bone marrow.

"Sebastian was a dedicated, enthusiastic and promising young clinician-scientist," says Sykes. "He was an extraordinarily warm, caring and generous person, and his untimely death is a source of profound sorrow for his family and many friends in the TBRC."

Schwarte is survived by his parents, Man-Hee Schwarte and Karl Heinz Schwarte. A memorial service at the MGH was held Sept. 25.

MGH HOTLINE



# The MGH celebrates Latino Heritage Month

**This October,** the MGH will celebrate and recognize the many contributions of its Latino employees during Latino Heritage Month. The festivities are hosted by the MGH Multicultural Affairs Office (MAO), the MGH Disparities Solutions Center (DSC) and the Association of Multicultural Members of Partners (AMMP). Below is a schedule of events.

**"The Joint Commission Safe Hand-Offs: A National Patient Safety Goal"**
Presented by Claribel Díaz, RN, BSN; Yulihadar Revere, RN, BSN; and Joanne Empoliti, APRN, MSN, this presentation will take place Oct. 2, from noon to 1 pm in the O'Keeffe Auditorium.

**Screening of the film "Becoming America"**
This documentary film will be shown as part of the PBS series "Unnatural Causes: Is Inequality Making Us Sick?" Oct. 5, from 5 to 7 pm in the Thier Conference Room. It will be followed by a panel discussion with Byron García, MD, of MGH Psychiatry, and Enrique Caballero, director of the Latino Diabetes Initiative at the Joslin Diabetes Center.

**"Raíces y Patria, Hacia un Pueblo Nuevo/Roots and Motherland Toward a New Nation"**
On Oct. 9, from noon to 1 pm in the Yawkey Center, Room 2210, AMMP will host "Raíces y Patria, Hacia un Pueblo Nuevo/Roots and Motherland Toward a New Nation" with guest speaker José Massó, producer and host of the WBUR radio program "¡Con Salsa!" and co-founder and president of the Latino Leadership Institute. The presentation will examine music and culture as a guide to the development of Latino leadership.

**Ernesto González Award presentation**
The Ernesto González Award for Outstanding Service to the Latino Community will be presented Oct. 14, from 5 to 7 pm in the Thier Conference Room. The award recognizes MGH employees who have made significant contributions to improving the experience of Latino patients, families, visitors and/or hospital employees as well as the community at large and is named in honor of its first recipient, Ernesto González, MD, of MGH Dermatology. The ceremony also will include a presentation of "Testimonios Afropuertoriqueños/AfroPuerto Rican Testimonies," an oral history project from the west side of Puerto Rico featuring testimony by González. To submit a nomination for the award, contact Digna Gerena at *dgerena@partners.org*. All nominations are due by Oct. 2.

For more information about these events, contact Gerena at (617) 726-5741 or *dgerena@partners.org*.

**SCHOLARLY PURSUITS:** *From left, top row, Lee, Radieddine, Small-Cole and Mallory. Bottom row, Hart, Puckerine, Seffiani and Jones*

# *The MGH and AMMP: Supporting education in all its forms*

**"Education is** something that makes the MGH very special," said Shea Sherrod Asfaw, chair of the Association of Multicultural Members of Partners (AMMP) and project director for MGH Strategic Planning, at the Sept. 11 AMMP scholarship awards event. Sherrod Asfaw addressed this year's 11 scholarship recipients, their family members, colleagues, friends and mentors during a ceremony at which the recipients received their scholarship award certificates.

Providing welcoming remarks, Sherrod Asfaw stated that at every level the MGH is truly a teaching institution. Employees are encouraged to learn and grow, and learning takes place in many ways – such as watching colleagues, becoming skilled on the job or continuing school. The MGH supports education – in its variety of forms – as a component of its foundational mission.

Other speakers at the event were Jeff Davis, senior vice president of Human Resources; Kirk Jones, newly elected vice chair of AMMP and project specialist for Partners Information Systems; Carmen Vega-Barachowitz, MS, CCC-SLP, scholarship chair for AMMP and director of Speech, Language & Swallowing Disorders and Reading Disabilities; and Akin Demehin, AMMP chair and administrative director for the MGH/MGPO Center for Quality and Safety.

This year's scholarship recipients are Rose Charles, Uma Deshmukh, Angela Hart, Karen Jones, Romeena Lee, Lhoucine Seffiani, Shantae Mallory, Donna Puckerine, Halah Radieddine, Elsie Robinson and Waveney Small-Cole, who received special recognition for her contributions to AMMP's work this year.

For more information about AMMP, send an e-mail to *phsammp@partners.org*. ●

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE lecture series**
The MGH Senior HealthWISE lecture series will host "Staying Healthy in the Cold Weather: Vaccinations" Oct. 9, from 11 am to noon in the Haber Conference Room. Paula Wright, RN, director of the MGH Infection Control Unit, will be the guest speaker. The event is free for seniors age 60 years and older. For more information, call (617) 724-6756.

**Smoking cessation programs**
The MGH Tobacco Treatment Service will offer seven-week smoking cessation programs Tuesdays, beginning Oct. 7 at noon; and Wednesdays, beginning Oct. 29 at 5:30 pm. Topics will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free life. Low-cost nicotine patches and/or gum will be available with approval from a primary care physician. Advance registration is required along with a registration fee, which is on a sliding scale. For more information or to register, call (617) 726-7443.

**Basic genetics course**
The MGH Clinical Research Program, the Center for Human Genetic Research and the Harvard Catalyst are co-sponsoring "Welcome to the Genetics Code: An Overview of Basic Genetics" Oct. 23, from noon to 2 pm in the Simches Research Center, third floor. Guest speakers Jordan Smoller, MD, and Susan Slaugenhaupt, PhD, will discuss fundamental language and concepts including DNA anatomy and genome organization, genotype-phenotype correlations, basic population genetics and genotyping. Participants will have the opportunity to submit questions prior to the lecture. To register, visit *hub.partners.org*. For more information, contact Suzanne Guerette at (617) 724-2900.

**Melanoma lecture series**
As part of its melanoma lecture series, the MGH Melanoma and Pigmented Lesion Center will host "Lessons Learned from a Multidisciplinary Melanoma Program" Oct. 7, from 9 to 10 am in the Simches Research Center, Room 3110. Breakfast will begin at 8:30 am. Timothy Johnson, MD, of the University of Michigan, will be the guest speaker. For more information or to obtain a temporary ID badge for access to the Simches Research Center, contact Brie Trefrey at *btrefrey@partners.org*.

**Erev Rosh Hashanah and Erev Yom Kippur services**
The MGH Chaplaincy will host an Erev Rosh Hashanah service Sept. 29 at 3 pm and an Erev Yom Kippur service Oct. 8 at 3 pm. Both services will be held in the MGH Chapel on Ellison 1. For more information, call (617) 726-2220.

**Ethics forum**
The MGH Ethics Task Force will host "Dancing Around the Truth: A Case Study of an Adolescent at the End of Life, with Discussion about Truth-Telling and Cultural Influences" Oct. 10, from noon to 1 pm in Gray/Bigelow, Sweet Conference Room. Panelists will be Linda Kimball, RN, MSN, of Ellison 18; Kathie Pazola, RN, MSN, CPON, of Ellison 18; and Kate Stakes, RN, MSN, CPON, of Ellison 17. Rev. Ann Haywood-Baxter, pediatric chaplain, will be the moderator. For more information, e-mail Alexandra Cist, MD, at *acist@partners.org* or Ellen Robinson, RN, PhD, at *erobinson1@partners.org*.

**Energy conservation information table**
The Partners Employee Assistance Program will host an energy conservation information table Oct. 1, from 6:30 to 8:30 am, noon to 1 pm and 6:30 to 8:30 pm in the Main Corridor. It will include tips on how to save money on winter heating bills and information about accessing fuel assistance. Energy conservation providers will be available. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

## IN GENERAL

**Brian Alexander, MD, MPH,** a resident in MGH Radiation Oncology, has been selected as one of 14 White House Fellows for 2008-2009. The prestigious fellowship program is highly selective and is based on a record of remarkable professional achievement, a strong commitment to public service and the skills necessary to work at the highest levels of the federal government. Among his many roles, Alexander is a dedicated researcher, pursuing clinical and translational cancer research. He also served as a policy analyst and consultant for the Massachusetts Division of Healthcare Finance and Policy.

**Jay Fishman, MD,** of the MGH Infectious Disease Division and the MGH Transplant Center, has been elected to the Council of the International Immunocompromised Host Society (ICHS) at the 15th International Symposia on Infections in the Immunocompromised Host. The ICHS is the premier international, multidisciplinary forum dedicated to improved understanding and clinical care of immunocompromised individuals.

**Daniel E. Singer, MD,** chief of the Clinical Epidemiology Unit in the MGH General Medicine Division, has received the 2008 C. Miller Fisher Award, the highest research award from the Massachusetts chapter of the American Stroke Association, a division of the American Heart Association. The award is named for C. Miller Fisher, MD, an MGH professor of Neurology whose work provided a strong foundation for modern stroke neurology. Singer was recognized for his many contributions in preventing stroke in atrial fibrillation.

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by e-mail to *Hotline@partners.org* or
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October 3, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**INTERNATIONAL OUTREACH:** *Myers, third from left, met with Chinese physicians from First Hospital of Lanzhou University. Also on the trip were MGHers Swanton, second from left; Mehta, sixth from left; Cummings, seventh from left; and Vitti, ninth from left.*

## *Having a heart: Sharing pediatric cardiac care across the world*

**Since 1999,** Children's HeartLink, an international medical nonprofit that works to prevent, treat and cure heart disease among children in developing countries, has been sending doctors to Lanzhou, China to teach Chinese clinicians new techniques and advanced methods for treating children with heart conditions. Recently, Jeff Myers, MD, chief of Cardiac Surgery at MassGeneral Hospital *for* Children (MGH*f*C), led a team of MGH*f*C physicians on a mission to Lanzhou from Sept. 13 through 20 to share the latest congenital heart surgery techniques and provide care to pediatric patients at the First Hospital of Lanzhou University.

Myers' wife, Dahri, accompanied the physicians to China and documented the mission on her blog. In addition to Myers, MGH*f*C staff who served on the trip were Christine Swanton, CCP, of Cardiac Surgery; Vipin Mehta, MD, of Cardiac Anesthesia; Brian Cummings, MD, of the Pediatric Intensive Care Unit; and Jennifer Vitti, PA, of the Pediatric Surgical Service. The team worked on the most complex cases and taught their Chinese counterparts several new procedures. Aside from helping Chinese children in need, the team also sought to develop a lasting relationship among the MGH*f*C, Children's HeartLink and the First Hospital.

For more information about the trip, access Myers' blog at *mghfcheartcenter.blogspot.com.*

## Sharing in a traditional Muslim celebration

**SHARING TRADITIONS:** *The local MGH Muslim community gathered to celebrate an Iftaar dinner Sept. 16 in the Thier Conference Room.*

**In the spirit** of community building and unity, MGH Patient Care Services, Human Resources, Chaplaincy and Muslim employees hosted a community Iftaar dinner in the Thier Conference Room Sept. 16 to celebrate the breaking of the fast during the Muslim holy month of Ramadan. More than 200 individuals attended the celebration, which has been held for the past eight years for the local MGH Muslim community, including employees, patients and their family members. On Oct. 1, the observance of Ramadan officially ended with Eid Al-Fitr, or Feast of the Breaking of the Fast.

## Women leaders in medicine

**EMPOWERING WOMEN LEADERS:** *From left, Lawton, Wiener-Kronish and Slavin*

**The year 1867** marked a major milestone in MGH history – that year, the Board of Trustees voted to allow female students to study at the hospital for the first time. However, women still faced restrictions – their admission was left to the discretion of visiting physicians and surgeons on an individual basis, they could only enroll in classes that were separate from their male counterparts, and they were allowed to attend clinical practice only on female wards. Women at the MGH have come a long way since then, and yet in the field of medicine overall, many challenges still remain. On Sept. 18, these issues were addressed in a talk, "Business Advice for Women Leaders in Medicine," presented by Jeanine Wiener-Kronish, MD, chief of MGH Anesthesia and Critical Care. The event was hosted by the MGH Office for Women's Careers in honor of Women in Medicine Month. Peter L. Slavin, MD, president of the MGH, and Donna Lawton, senior program manager for the MGH Center for Faculty Development, also spoke at the event.

Wiener-Kronish opened the discussion by sharing both her personal story as a woman physician and the lessons she has learned from those experiences. Analyzing data from other fields, she said that women in leadership roles – or those seeking to obtain such positions – face multiple challenges, including confronting stereotypes that they may be less effective problem-solvers than men and possibly being held to higher standards while receiving lower rewards. Other career barriers she discussed were resistance to women's leadership styles, prejudice against their abilities and the time off many women take to meet family demands. Sharing several solutions to the problem, she stressed the need for women to take active roles in their careers, seek out mentors, network with colleagues and analyze their progress. She also encouraged institutions to help women advance their careers through the promotion of a "critical mass" of women to leadership positions and the implementation of family-friendly benefits and policies. She concluded that the many women at the MGH who hold leadership positions are an important resource for women physicians, and that the commitment of Slavin and other hospital leaders to hiring a diverse faculty has made the MGH a great employer for men and women alike. ●

## In memoriam: I. David Todres, MBChB

**I. David Todres, MBChB,** a pediatrician and anesthesiologist with the MassGeneral Hospital *for* Children (MGH*f*C), died Sept. 26 after a long illness. He was 73 years old.

Widely regarded as a founding father of pediatric critical care medicine, Todres was a native of Cape Town, South Africa. He was educated at the University of Cape Town, where he received both his undergraduate degree in 1954 and medical degree in 1958. Todres completed his medical training at numerous hospitals in South Africa and England before joining the MGH as the associate director of the Neonatal and Pediatric Intensive Care Units in 1971, a post he held until 1978 when he became the director. Beginning in 1973, Todres also held various roles as a pediatrician and anesthetist. In 1998, he was appointed chief of the MGH*f*C Pediatrics Bioethics Unit. Throughout his career he also held numerous academic appointments at Harvard Medical School.

Todres was the recipient of many honors and awards, including the first Distinguished Career Award in Pediatric Critical Care from the American Academy of Pediatrics and the Christer Grenvik Memorial Award for Ethics in Critical Care Medicine from the Society of Critical Care Medicine. He also was a recipient of a Fellowship for Clinical Pastoral Education for Health Care Professionals from the Kenneth B. Schwartz Center.

"David was extraordinary – always optimistic and concerned about others," says Ronald Kleinman, MD, physician-in-chief of the MGH*f*C. "He had an inquisitive nature and was connected to medicine, art, literature, ideas and above all, people. He will be missed very much." Adds Brian Cummings, MD, a colleague of Todres: "David was a great leader and mentor, but he also cared very much for 'the person' in going about his everyday life. He was a pioneer in his field and gentle at heart. He mastered not only the principles of his profession, but the philosophy of life and humanity."

Todres is survived by his wife, Judith Sharlin; his children, Rachelle, Nadia, Jonathan and Hillel; his grandson, John Nash; and his brother, Hymie. Burial services were held Sept. 28. A memorial professorship, the David Todres, MBChB, Lectureship in Pediatric Medical Ethics, is being established in his honor. Donations may be sent to the MGH Development Office, 165 Cambridge St., Suite 600, Boston, MA 02114.

MGH HOTLINE



# *Knowing your risk for Peripheral Artery Disease*

**Nearly 75 percent** of at-risk patients have never heard of Peripheral Artery Disease (PAD), yet nearly nine million Americans have this disorder, which increases the risk of heart attack, stroke and death. To help raise awareness about PAD, the MGH Vascular Center hosted several events to educate patients and staff as part of National PAD Awareness Month in September.

PAD is caused when the arteries in the legs become narrow or clogged with fatty deposits, resulting in reduced blood flow to the legs and feet. The condition can cause foot or toe pain that may impair the ability to walk; however, PAD is often asymptomatic, so people may not be aware of the problem and its associated risks.

"Once diagnosed, the risk of leg complications from PAD is low because it is a very treatable condition," says Michael R. Jaff, DO, medical director of the Vascular Center. "The problem is that many people are unaware they are living with this disease."

On Sept. 16, vascular technologists from the Vascular Center offered ankle brachial index (ABI) screenings, which are simple, noninvasive tests for PAD that compare blood pressure in the arms and ankles to determine if there is a blockage or narrowing of the arteries in the lower extremities. Eighty-three people were screened during the event, and those with a potential problem were referred to their physician for further evaluation.

On Sept. 17, the center hosted a "Lunch and Learn" talk titled "What You Need to Know about PAD" with Jaff; Stephan Wicky, MD; Kenneth Rosenfield, MD; and Richard Cambria, MD. The group discussed PAD diagnosis and treatment options, which include medication, minimally invasive endovascular treatment and surgery. They also addressed the obstacles to creating awareness of this disorder.

"People may not be as attuned to things they don't perceive as serious as heart attack and stroke, which are commonly associated with cardiovascular and cerebrovascular disease," says Rosenfield. "But, it is clear that PAD does carry these same risks, so patients and their physicians need to be vigilant."

For more information about Peripheral Artery Disease, call (877) 644-8346 or visit *www.massgeneral.org/vascularcenter.*

**LIFESAVING SCREENING:** *Kathleen Hannnon, RN, MS, RVT, RDMS, technical director in the Vascular Diagnostic Lab, gives Mary Barry, RN, of Same Day Surgery, her ABI screening.*

Advances

## CVRC investigator receives NIH New Innovator Award

**Sean Wu, MD, PhD,** of the MGH Cardiovascular Research Center (CVRC), is one of 31 recipients of the 2008 New Innovator Awards from the National Institutes of Health (NIH). He joins MGH investigators Nir Hacohen, PhD, of the Center for Immunology and Inflammatory Diseases, and Konrad Hochedlinger, PhD, of the Center for Regenerative Medicine, who received the award in 2007, the program's inaugural year. Designed for researchers in the early stages of their careers, the New Innovator Awards provide $1.5 million in grant support over five years.

A member of the CVRC's Stem Cell Biology and Therapy Program, Wu and his team investigate the earliest developmental stages of the mammalian heart with a focus on defining the biological properties of progenitor cells that give rise to the different types of cells in the cardiovascular system. Using a mouse model and embryonic stem cells from mice, they have identified progenitor cells that can develop into both beating cardiac muscle and the cells that line the heart's vascular system. Further study of these cells should add to the understanding of cardiovascular development and contribute to efforts to regenerate the heart and other vascular structures through tissue engineering.

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MGH HOTLINE



# Ringling Brothers clowns bring smiles to MGH*f*C patients

**CLOWNING AROUND:** *Ringling Bros. clowns entertained MGH/fC patients.*

**Pediatric patients** at the MassGeneral Hospital *for* Children (MGH*f*C) enjoyed some special entertainment Sept. 23 when two clowns from the Ringling Brothers and Barnum and Bailey Circus stopped by the Ellison 17 playroom for an afternoon visit. The clowns were taking a break from preparing for the "Bellobration" show, which will be featured at the TD Banknorth Garden Oct. 8 through 13. The children were amazed by the professionals who juggled bowling pins and hoops and performed balancing tricks. Patients and their siblings had an opportunity to clown around by wearing red rubber noses and clown hair that the pair brought for the children.

## What's happening

**Business of Life workshop**
The MGH Office for Research Career Development will host a "Business of Life" workshop Oct. 22 and 29 and Nov. 5 and 12, from noon to 2 pm to cover issues such as determining life and career priorities and balancing family, social, community and career demands. Allison Rimm, vice president for MGH Strategic Planning and Information Management, will teach the course, which is limited to 20 participants. The registration deadline is Oct. 10. For more information or to register, call (617) 643-1606 or e-mail *orcd@partners.org*.

**Nursing grand rounds**
In honor of National Case Management Week, MGH Case Management will host "Thinking Outside the Box: A Practical Framework for Cross Cultural Care" Oct. 23, from 1:30 to 2:30 pm in the O'Keeffe Auditorium. Alexander Green, MD, MPH, associate director of the MGH Disparities Solutions Center, will present. For more information, call (617) 726-3666 or e-mail Recia Frank at *rfrank1@partners.org*.

**Disparities seminar series**
The MGH Disparities Solutions Center will host its Keeping Current: Racial and Ethnic Disparities seminar series Oct. 8, from 12:30 to 1:30 pm in the Sweet Conference Room, Gray/Bigelow 432. Thomas Sequist, MD, MPH, assistant professor of Medicine and Health Care Policy at BWH and Harvard Medical School, will present his paper, "Physician Performance and Racial Disparities in Diabetes Mellitus Care." For more information or to register, e-mail *disparitiessolutions@partners.org*.

**Pediatric congenital heart disease symposium**
The MassGeneral Hospital *for* Children Heart Center and Harvard Medical School are co-sponsoring a free symposium, "Morphology in Congenital Heart Disease with Imaging and Surgical Correction," Oct. 25, from 8 am to 5 pm in the O'Keeffe Auditorium. It will include a review of morphology, nomenclature, imaging and treatment of congenital heart defects. Robert H. Anderson, MD, professor at the Medical University of South Carolina, will be the guest speaker. Amy Juraszek, MD, director of the Cardiac Registry at Children's Hospital Boston, also will present. For more information or to register, call (617) 726-3824.

**Memorial service for Allan Moore, MD**
A memorial service for Allan Moore, MD, of the MGH Endocrine Division and MGH Internal Medicine, will be held Oct. 7 in the O'Keeffe Auditorium. A reception will follow. Moore died July 24 at age 31. Donations in his memory may be sent to the Dr. Allan F. Moore Fund, c/o the Office of the President, Ohio State University, 205 Bricker Hall, 190 N. Oval Mall, Columbus, OH, 43210.

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October 10, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

**PICTURING LEADERSHIP:** *Mongan and his wife, Jean, unveil his portrait.*

# *A lasting legacy: Mongan honored with portrait*

**MGH senior leadership** and special guests joined James J. Mongan, MD, and his wife, Jean, Sept. 26 in the Trustees Room for the unveiling of an oil painting of Mongan, who served as MGH president from 1996 to 2002 before succeeding Samuel O. Thier, MD, as president and chief executive officer of Partners HealthCare. The portrait, painted by Richard Whitney, joins several other oil paintings of MGH leadership outside the Trustees Room on Bulfinch 2. Both Whitney and his wife, Sandy Sherman, joined guests at the ceremony.

"It is an honor to celebrate and recognize Jim's MGH leadership in a very tangible, lasting and fitting way," said Peter L. Slavin, MD, MGH president. "Jim is not only a brilliant leader, but he also is a kind man, an extraordinary administrator and an inspired visionary. We thank him and his wife, Jean, who have been – and continue to be – very special members of the MGH family."

Many longtime colleagues and friends, including W. Gerald Austen, MD, chairman of the MGH Chiefs' Council and surgeon-in-chief *emeritus,* along with Slavin and Thier, were among those who gave remarks at the event honoring Mongan for his years of service. Mongan thanked those at the event and the MGH for the special honor acknowledging his dedication to the hospital. ●

## Annual Storybook Ball raises funds for MGH*f*C

**Peter Pan** and his gang of Lost Boys welcomed friends and guests for an evening of music, laughter and merriment at the ninth annual Storybook Ball Oct. 4 at the Castle at the Park Plaza Hotel. The event, held to support MassGeneral Hospital for Children (MGH*f*C), raised $1.9 million for the creation of a pediatric neurological intensive care unit and the expansion of the telemedicine infrastructure at MGH*f*C.

**EVENT CO-CHAIRS:** *From left, Beth Madison, Beth Dickerson, Elena Matlack and Remy Stressenger*

# Reminder: Flu shots available

**With flu season** just around the corner, the MGH Occupational Health Service will kick off its annual flu campaign Oct. 24. All hospital staff, employees and volunteers are encouraged to help stop the spread of the flu this season, not only by being vaccinated, but also by always covering their mouth and nose when sneezing and coughing. Regular hand washing with soap and water or an alcohol-based hand cleanser such as Cal Stat is another safe and effective way to help prevent the transmission of cold and flu germs.

MGHers can receive their flu shot at the following locations and times:

**MGH Main Campus**
**Wang ACC Tea Leaves & Coffee Beans**

**Dates:** Friday, Oct. 24 and Monday through Friday, Oct. 27 through Oct. 31

**Times:** 7 am to 5 pm on Oct. 24, 27, 29 and 31; and 7 am to 7 pm on Oct. 28 and 30

**MGH Main Campus**
**Main Corridor**

**Dates:** Saturdays Oct. 25 and Nov. 1; and Sundays Oct. 26 and Nov. 2

**Times:** 7 am to 5 pm, each day

**MGH East/Charlestown Navy Yard (CNY)/One Constitution Center, CNY Building 149, 1st floor lobby**

**Dates:** Thursdays, Nov. 6 and 13

**Times:** 8:30 am to 3 pm on Nov. 6 and 8:30 am to 1 pm on Nov. 13

**MGH West**
**PARC Conference Room, 1st floor, Room 190**

**Date:** Monday, Nov. 10

**Time:** 2 to 5 pm

**MGH Somerville**
**Training/Conference Room 211, 2nd floor**

**Date:** Tuesday, Nov. 11

**Time:** 9 to 11:30 am

**MGH Medford/Registration and Referral Center**
**European Conference Room**

**Date:** Tuesday, Nov. 11

**Time:** 1 to 3:30 pm

**Schrafft's Center**
**Assembly Rooms B & C, 5th floor**

**Date:** Thursday, Nov. 13

**Time:** 8:30 am to 2 pm

To be vaccinated, MGHers must bring an employee ID badge and wear clothing that rolls easily up to the top of the arm. Those unable to attend the clinics noted above are welcome to attend a walk-in clinic Thursdays or call the Occupational Health Service at (617) 726-2217 to schedule an appointment.

**MIDWIFERY:** *From left, Edirisinghe with her son, Nitin, and Henning*

# *MGH midwives: Healthy mothers, healthy babies*

**When Nayomi Edirisinghe, MD,** a surgeon from Arlington, learned she was expecting her third child, she turned to an increasingly popular option for many expectant mothers: a certified nurse-midwife (CNM). Midwifery wasn't completely new to Edirisinghe; in 2007, Angela Ferrari, CNM, an MGH midwife, had delivered her second child, Kristhantha. Edirisinghe's experience during that birth was so positive that she elected to have another midwife care for her during her third pregnancy and delivery. Ferrari and Amelia Henning, CNM, provided her prenatal care at the MGH Chelsea HealthCare Center, and a third MGH midwife, Susan Hernandez, CNM, was by Edirisinghe's side when she gave birth to her son, Nitin, this past July.

Trained to care for women throughout their reproductive life cycles, midwives have been a vital component of the Vincent Obstetrics and Gynecology Service since its establishment at the MGH in 1994. During the past 14 years, the service has grown to include 15 certified nurse-midwives, 24 obstetric and gynecology specialists and five maternal-fetal medicine specialists. Midwives emphasize a compassionate, family-friendly practice and view pregnancy as a natural and normal process. Last year, midwives attended more than 800 births at the MGH.

"I established a wonderful connection with the midwives at the MGH," says Edirisinghe, whose oldest son, 3-year-old Kumar, was delivered by a physician at another hospital. "We had very warm and caring relationships, and I felt very comfortable. Having a midwife for my pregnancy and delivery was the right choice for me and my family."

MGH certified nurse-midwives are available to provide prenatal care at the main campus and the Chelsea, Revere and Charlestown health centers. Beginning in November, services also will be extended to Mass General West in Waltham. For more information about midwifery at the MGH, call (717) 724-2229. For information about midwifery at MGH Chelsea, call (617) 889-8561. ●

# The coaching manager

**In any work** environment, a "coaching manager" is one who effectively nurtures and cultivates staff to develop more efficient, productive and satisfied employees. However, despite the benefits coaching can inspire, many leaders are unfamiliar with how best to model this type of behavior. On Sept. 18, MGH managers, supervisors and leaders learned the how-to's of coaching at "The Coaching Manager in Health Care: Building Engagement and Talent," the latest installment of the Service Learning Series hosted by the MGH/MGPO Service Improvement Department. James Hunt, professor at Babson College and co-author of "The Coaching Manager: Developing Top Talent in Business" and 'The Coaching Organization: A Strategy for Developing Leaders," was the guest speaker.

Hunt opened the discussion by explaining some common barriers to effective coaching, including a lack of time and unfamiliarity with coaching styles. Delving into the mechanics of developmental coaching, he described a learner-focused approach toward education and change. He also described the parameters of a successful coaching model, which should clearly define successful performance, identify "coachable" employees, create moments for coaching, provide balanced feedback and allot time for follow-up. Hunt also stressed the need for managers to not only focus on the small percentage of "problem" employees, but also to make sure they devote time to the large majority of talented staff who perform their roles at a very high level.

For more information about the Service Learning Series, contact Cindy Sprogis, senior project manager, at (617) 726-1030 or *csprogis@partners.org.* ●

**COACHING TO SUCCESS:** *Hunt presented helpful information at the Sept. 18 Service Learning Series meeting.*

Advances

## New approach may shrink brain tumors

**MGH researchers** are investigating a new approach to gene therapy for brain tumors – delivering a cancer-fighting gene to normal brain tissue around the tumor to keep it from spreading. An animal study published in the journal *Molecular Therapy* found that inducing mouse brain cells to secrete human interferon-beta – a protein being tested against several types of cancer – suppressed and eliminated growth of human glioblastoma cells implanted nearby.

"We had hypothesized that genetically engineering normal tissue surrounding a tumor could create a zone of resistance – a microenvironment that prevents the growth or spread of the tumor," says Miguel Sena-Esteves, PhD, of the MGH Neuroscience Center, the study's senior author. "This proof of principle study shows that this could be a highly effective approach, although there are many additional questions that need to be investigated."

Clinical trials of gene therapies for glioblastoma – the most common and deadly form of brain tumor – have been disappointing. Several factors have made it difficult to deliver cancer-eliminating genes throughout tumors, and when tumor cells have been induced to produce an anticancer protein, levels of that protein drop as the tumor dies, allowing remaining tumor cells to resume growing. To test whether expressing a therapeutic gene in normal brain cells could form that zone of resistance, the MGH researchers delivered a gene for human interferon-beta into the brains of immune-deficient mice using viral vectors that do not induce an immune reaction.

Two weeks later, human glioblastoma cells were injected into the same areas of the animals' brains. After only four days, tumors growing in mice expressing interferon-beta were significantly smaller than tumors in a control group. Two weeks later, the tumors had completely disappeared from the brains of the gene-therapy-treated mice.

"These results are particularly important as we build on our understanding of the microenvironments that allow brain tumors and other types of cancer to grow and spread," explains Sena-Esteves. "The ability to genetically engineer normal tissue could manipulate that microenvironment, preventing tumors from migrating within a patient's brain and escaping other therapies."

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MGH HOTLINE



# MGHers go the distance with Be Fit Walking Challenge

**Nearly 100** MGH employees stepped up to the MGH Be Fit Walking Challenge, celebrating the completion of the program Oct. 1 in the Bigelow Amphitheater. The MGHers had participated in an eight-week contest that included their selecting a "trail" to walk such as the Appalachian Trail, Bay Circuit Trail, Boston Harbor Walk or Cape Cod National Seashore Beach Hike. Walkers tracked the number of minutes walked each day and attempted to reach the end of their designated trail distance. Of the 96 participants, 64 MGHers completed and exceeded the minutes needed to walk their trail. In total, all of the walkers accumulated 220,988 minutes during the eight weeks, which is approximately equal to walking from Boston to Los Angeles and back twice.

**WALKING THE WALK:** *MGH Be Fit participants*

"We are very proud of all of the challenge participants," says Erin Marley of the Clubs at Charles River Park. "Many walkers exceeded their goals and gained fitness and health benefits while having fun. Many of the participants also have said that they are continuing their walking lifestyles as a result of the challenge."

In addition to being rewarded with better health, all participants who reached their mileage goal were enrolled in a raffle for the chance to win one of five prizes – their choice of a one-month membership to the Clubs at Charles River Park or a $25 gift card from MGH Food and Nutrition Services.

For more information about the MGH Be Fit Walking Challenge, access *http://intranet.massgeneral.org/befit/walkingchallenge.htm*. For more information about the MGH Be Fit program, contact Marley at (617) 726-2900.

## WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: an "Autumn Fitness" exercise class Oct. 16, from 11 am to noon with lunch served from noon to 1 pm; and a book club discussion of "Boston Adventure" Oct. 16, from 3 to 4 pm at the West End Library. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

**Sukkot service**
The MGH Chaplaincy will host a Sukkot service Oct. 15 at 11 am in the MGH Chapel. For more information, call (617) 724-3228.

**Physical therapy information table**
In honor of National Physical Therapy Month, MGH Physical Therapy Services will host a "Physical Therapy: It's All About Movement" information table Oct. 21, from 11 am to 2 pm in the Main Corridor. Physical therapists will be available to answer questions and demonstrate correct posture and proper body mechanics with movements for everyday activities. For more information, call Susan Sanella Fleming at (617) 887-3586.

**BHI yoga classes**
The Benson-Henry Institute (BHI) for Mind-Body Medicine at MGH is now offering the following yoga classes: Wednesdays, from 5:15 to 6:15 pm; Thursdays, from noon to 1 pm and 5 to 6 pm; and Mondays, from 9 to 10 am. Beginning Oct. 31, a class also will be offered Fridays from noon to 1 pm. There are 10 classes per session. Pre-registration and a nonrefundable fee of $120 are required. All classes will be held at 151 Merrimac St., fourth floor. For more information or to register, call (617) 724-3119.

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October 17, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Leadership meeting focuses on finances, Joint Commission and United Way*

**The MGH financial status,** the Joint Commission and the United Way campaign were featured topics of the Oct. 10 leadership meeting for MGH managers, supervisors and leaders. MGH President Peter L. Slavin, MD, welcomed attendees and provided a summary of the general state of the hospital, including the highlights from FY '08. He also congratulated Gary Ruvkun, PhD, of the MGH Department of Molecular Biology, for being named a recipient of this year's Lasker Award.

Sally Mason Boemer, vice president of MGH Finance, explained that the MGH operating margin is $94.1 million through August, which is $2 million below budget. Several drivers account for this, such as lower inpatient activity and unfavorable service mix; lower research funding; and expenses running over budget. These underlying risks, which existed in FY '08 but largely were offset by one-time favorable revenue issues, may continue into FY '09. Therefore, the budget management processes undertaken during FY '08 were

*(Continued on page 2)*

## An evening recognizing academic excellence and diversity

**More than** 100 guests attended a special event Oct. 1 in the Wang Center for Ambulatory Care with a unique joint purpose – to honor the 2008 Minority Faculty Development Award (MFDA) recipients and welcome to the hospital new residents and Harvard Medical School students who historically have been underrepresented in medicine (URM). The reception was hosted by the Multicultural Affairs Office (MAO) and MGH President Peter L. Slavin, MD.

Slavin opened the evening by welcoming attendees and congratulating this year's MFDA recipients for their noteworthy achievements. This year's MFDA winners are Monique Sellas, MD, of Emergency Medicine, who received the Clinician-Teacher Award for her project, "Developing an Academic Career in the Underdeveloped Field of Clinical Forensic Medicine;" and Marylyn Addo, MD, PhD, and William Carr, DVM, PhD, both of the Infectious Disease Unit, who both received the Physician-Scientist Award. Addo's project highlights "The role of T cell regulation in the control of HIV-1 infection," and Carr's examines "The innate immune mechanisms in the prevention of HIV-1 transmission: the role of natural killer cells in HIV-1 pathogenesis." In addition to the awards ceremony, posters of the projects funded by the awards were on display at the event. The poster exhibit will be on display again during the MAO Gala Celebration in February.

"We are delighted to welcome our newcomers and honor the faculty talent that we have here at the MGH," says Elena Olson, JD, executive director of the MAO. "The MAO established the MFDA four years ago to increase opportunities for URM faculty to advance to senior positions in academic medicine and leadership at the MGH. To date, we have awarded a total of 16 Physician-Scientist and Clinician-Teacher Development Awards and have committed more than $2 million in funding. In only four short years, these awards have contributed to academic promotions, an increase in research funding, peer reviewed publications, novel education and community programs, and advancements in administrative leadership positions. We thank Dr. Slavin and the other sponsors of the MFDA – the MGPO and the Executive Committee on Research – for their commitment to advancing our URM faculty."

**MFDA RECIPIENTS:** *From left, Carr, Addo and Sellas*

## – Leadership meeting

*(Continued from page 1)*

necessary and appropriate to manage ongoing budget challenges.

Mason Boemer also explained that the FY '09 budget does involve growth; however, these new revenue sources were used to fund wage and benefit programs and inflationary increases. To proactively position the MGH for the future, Slavin and hospital leadership are launching a series of operational initiatives addressing areas such as length of stay and supply management, with process improvement and analytics/budget management tools as key enablers to these initiatives.

In closing, Mason Boemer thanked managers and supervisors for their assistance with the FY '09 budget process and offered assurances that during these economic times, the MGH is fortunate to be in a strong starting financial position. She also stated that, by using a disciplined methodology for significant financial decisions and carefully monitoring operational and investment impacts, the hospital will maintain a successful long-term approach to maintaining the appropriate balance of mission and margin.

Gregg Meyer, MD, senior vice president of the MGH/MGPO Center for Quality and Safety, next provided updates on the Joint Commission and the annual United Way campaign. Recently, the hospital hired the Greeley Company to evaluate the hospital's compliance with Joint Commission standards. Consultants spent three days conducting a mock survey much like the one the Joint Commission will conduct during their next unannounced survey at the hospital. Reviewers traced the care of a patient and observed safety compliance along the way. Results indicated several areas for improvement, including conducting and documenting time-outs before procedures and documenting pre-surgical histories and physicals. In addition, Greeley identified a need for the MGH to review and simplify some of its own policies.

Meyer stressed that the work related to Joint Commission readiness is primarily to ensure that staff provide the highest quality care and level of safety for all patients at all times. To help managers and supervisors promote safety and quality to their staff, the Joint Commission Communications Subcommittee has launched an internal website promoting "Excellence Every Day" at *intranet.massgeneral.org/excellenceeveryday.* The intranet site includes information about national patient safety goals and Joint Commission safety standards. A virtual toolbox includes materials that managers can use to present key information to their staff.

Meyer ended his presentation by encouraging all MGHers to make a donation to the MGH United Way campaign. This year's theme, "Now More than Ever," reminds individuals that during this turbulent economic climate, donations are needed and can make a true difference now more than ever. The goal this year is to increase the percentage of MGHers who donate from 5 percent to 6 or 7 percent. More information about the United Way campaign, which launches Nov. 6, will appear in upcoming issues of *MGH Hotline.* ●

**PORTRAIT OF A LADY:** *Cancer patient Sarah Snyder views the portrait taken by her 12-year-old daughter Kate Smith.*

## PACT families featured in unique exhibit

**The Boston Children's Museum** recently opened a moving exhibit featuring photographs taken by nine children whose parents are undergoing cancer treatment at the MGH Cancer Center. The parents are participants in the Marjorie E. Korff PACT (Parenting at a Challenging Time) Program at the MGH, directed by Paula Rauch, MD, of the Child and Adolescent Psychiatry Service. The PACT Program at the MGH offers support to parents receiving cancer treatment by working with them to develop a plan to support their child's continued healthy development.

During the summer, several PACT Program children between the ages of 11 and 18 were given cameras and taught basic black-and-white photography skills by professional photographer Paul Denckla of the Young Photographers Initiative project. The children captured portraits reflecting their parents' personality and love, showing that beauty could come even under the most trying circumstances. They then wrote about their experiences and the sentiments they were trying to capture. Parents also wrote about the time they spent posing for their sons or daughters, explaining what they learned about their children through the process. These captions accompany the photographs along with a portrait of the parent and child together taken by Denckla.

"We know that families can stay healthy when a parent is seriously ill," says Rauch. "And one important way is to engage in fun and interesting family activities, like the portrait photography of Project Tomorrow. The proje[illegible] to engaging conversations and created lasting and meaningful memori[illegible]

The exhibit currently is open to the public at the Boston Children's Museum and will be on display through Nov. 5. ●

# Ether Day 2008

## October 17

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service. On Oct. 17, the following employees will be recognized for their years of service to the hospital community.

### For Sixty Years

Anne Godley, Medicine
Jerome Gross, Dermatology
John Nemiah, Psychiatry
Paul Russell, Surgery
John Stoeckle, Medicine

### For Fifty-Five Years

Edwin Carter, Surgery
Daniel Federman, Medicine
Henning Pontoppidan, Anesthesia

### For Fifty Years

Willard Daggett, Surgery
Gilbert Gaff, Health Information Services
Herbert Haessler, Pediatric Service
George Jacoby, Medicine
In Memoriam: Joseph Lynskey, Health Information Services
Carol Milbury, Blood Transfusion
Thelma Niland, Nursing
Anthony Patton, Surgery
Jordan Ruboy, Pediatric Service
Charles Sanders, Medicine
Robert Schapiro, Medicine
Gerald Winkler, Neurology
Nicholas Zervas, Neurosurgery

### For Forty-Five Years

Edward Barnett, Materials Management
Robert Boyd, Orthopædics
Carol Craigg, Nutrition and Food Services
John Donovan, Transportation Services
Gerald Hazard, Pediatric Service
Lewis Holmes, Pediatric Service
Homayoun Kazemi, Medicine
Maurice Keenan, Pediatric Service
John Robinson, Pediatric Service
Andrew Warshaw, Surgery
Bernida Washington, Nursing

### For Forty Years

Eric Ablorh, Radiology
William Anderson, Psychiatry
Ronald Benz, Pediatric Service
Virginia Butler, Nursing
Felix Carbonel, Operating Room Administration
Barbara Carter, MGPO Finance
Edward Carter, Pediatric Service
Catharine Chase, Surgery
Dolores Collins, Endocrine Administration
Robert Colvin, Pathology
George Cutler, Materials Management
Domenic Disalvo, Buildings & Grounds
Pauline Donahue, Nursing
Carola Eisenberg, Psychiatry
Victoria Fay, Radiology
Gail Fennessy, Clinical Pathology
Veetlyn Forde-Glasgow, Women's Health Associates
Cynthia Garcia, Radiology
Clovina Goodman, Nursing
Barbara Grzybek, Cancer Center
John Herrin, Pediatric Service
Adolph Hutter, Medicine
Gary Jacobson, Psychiatry
Hazel Joseph, International Patient Center
Henry Keutmann, Medicine
Aaron Lazare, Psychiatry
Barry Levine, Medicine
Eugene Mark, Pathology
Elizabeth McDonald, Internal Medicine
Margaret McDougall, Nursing
Jeannette McWilliams, Chelsea HealthCare Center
Elaine Montgomery, Nursing
Crystal Moore, Orthopædics
Ruth Nally, Endocrine Administration
Carole Nania, Bulfinch Temporary Service
Joan O'Connor, Revere HealthCare Center
Chester Pierce, Psychiatry

### Anne Godley, MD, 60 Years

Anne Godley, MD, graduated from Yale Medical School in 1948 after obtaining her undergraduate degree at Vassar College. While completing her training at the MGH, Godley lived in the Phillips House on campus and then joined the staff of the Internal Medical Association. Working with Janet McArthur, MD, on endocrine research in the Pediatrics Department and in the Thyroid Clinic with John Stanburg, MD, Godley quickly began to envelope herself in the MGH community. She also served on the Harvard Medical School Admissions Committee for 12 years and taught a course in physical diagnosis. In her last 19 years practicing medicine Godley was the first female physician to treat patients at the Bunker Hill Health Center and also saw patients one day per week at the MGH main campus. After retiring in 1990, she continued to teach courses for first- and second-year medical students at Boston University along with her late husband, Walter St. Goar, MD, also an MGH physician. In the early 1980s, both Godley and her husband volunteered with the Department of Public Health working six weeks each winter at a Native American reservation in Arizona. Along with working as a hospice volunteer at Partners Hospice, Godley currently enjoys gardening and is a member of the New England Wildflower Society. Among her four children, her son is an invasive cardiologist in California and her eldest daughter completed her medical training at the MGH and practices in Cambridge. For Godley, the MGH has been what she refers to as her "second home."

Edna Riley, Nursing
Edward Seldin, Oral & Maxillofacial Surgery
Barbara Sterling, Case Management
Matilde Tanner, Rheumatology
Nina Tolkoff-Rubin, Medicine
Carol Upham, Nursing
Susan Wasak, Admitting Services

### For Thirty-Five Years

Nancy Aguilar, Nursing
Mary Albrecht, Nursing
Christine Alejunas, Infectious Disease Unit
Ellen Anderson, Diabetes Research Center
Adelina Apura, Chemistry
Josie Bakon, Nursing
Arthur Barsky, Psychiatry
David Beech, Cytopathology
Irma Betancourt, Nursing
Paul Blachman, Neurology
Kim Bolton, Nursing
Angelo Bordonaro, Buildings & Grounds
Irene Brouillard, Blood Transfusion
Marlene Brown, Chemistry
Anita Carew, Nursing
Charles Carter, Nursing
Marie Clement, Nursing
J. Kenneth Davison, Anesthesia
Evelyn DeBerardinis, Cancer Center
Ahzella Decosta, Nutrition and Food Services
Feliciano Delvalle, Transportation Services
Eileen Dolan, Nursing
Karen Doppke, Radiation Oncology
Gerald Doyle, Medicine
Jennifer DuBose, Clinical Pathology
Mayard Elysee, Materials Management
Phyllis Fairchild, Surgery
Eileen Farrell, Case Management
Charlene Feilteau, Nursing
Theresa Flynn, Infectious Disease Unit
Gertrud Fondren, Orthopædics
G. Gregory Gallico, Surgery
Kelly Gallivan, Nursing
Eileen Gardner, Nursing
Suzanne Gautreau, Vascular Surgery
Allan Goroll, Medicine
Peter Gross, Medicine
Nancy Harkness, Nursing
John Harris, Nursing
Donald Herd, Chemistry
David Hooper, Medicine
Margie Hughes, Surgery
Linda Jennings, Pathology
Ban Khaw, Medicine
Helen Kiddy, Bulfinch Temporary Service
Maryanne Kiely, Nursing
MaryEtta King, Pediatric Service
Jerome Klein, Pediatric Service
Kerstin Korpi, Nursing
Laureston Layne, Materials Management
Martin Leber, Pediatric Service
Yhu-Hsiung Lee, Pediatric Service
Diana Logan, Cardiology Division
Eunice Lydon, Radiology
David MacLaughlin, Surgery
Carol Marcotte, Nursing
Margaret Marino, Nursing
Marilyn Mcgrath, Nursing
Ruthellen McKinnon, Vascular Surgery
Donna Miller, Social Services
William Minichiello, Psychiatry
Joseph Monaco, Buildings & Grounds
Joan Monahan, Social Services
Mary Morgan, Laboratory of Computer Science
Walter Moulaison, Nursing
Annetta Murphy, Anesthesia
George Murray, Psychiatry
Madeline O'Donnell, Radiology
Lauriane O'Leary, Chelsea HealthCare Center
Mary O'Leary, Nursing
Terrence O'Malley, Medicine
Paul O'Neill, Chemistry
Paul Palermo, Surgery
Paul Pappagianopoulos, Pulmonary
Dale Parechanian, Registrar's Office
Ben Pilch, Pathology
Joan Priest, Nursing
Janice Prime, Nursing
Ann Quealy, Nursing
Marie Rateau, Radiology
James Rhea, Radiology
Michael Rosenblatt, Medicine
Nancy Schaeffer, Gillette Center
Lois Slovik, Psychiatry
David Slovik, Medicine
Elaine Strousky, Radiology
Susan Thel, Social Services
Joanne Thistle, Cardiac Surgery
Leonard Tochka, Pathology
Christine Towle, Orthopædics
Susan Tyler, Nursing
Grace Valle, Psychiatry
Harold Weintraub, Radiology
Charles Welch, Psychiatry
Robert Wilkinson, Surgery
Lee Witters, Medicine
Melinda Zitin, Pediatric Service
Randall Zusman, Medicine

### For Thirty Years

Julie Ahn, Health Information Services
Neila Altobelli, Respiratory Care Services
Linda Ardisson, Chemistry
Eugene Beresin, Psychiatry
W. Stephen Black-Schaffer, Pathology
Dyan Blewett, Laboratory of Computer Science
Maureen Bonanno, Nursing
Linda Boucher, Nursing
Deborah Boudrow, Nutrition and Food Services
Sharon Boyd, Radiology
Barbara Breslau, Psychiatry
Beverly Buczynski-Kelley, Cardiology Division
Leslie Burton, Senior Health
Margaret Callen, Nursing
Stephanie Capone, Social Services
Eleanor Carrieri, Nursing
Paul Chase, Radiation Oncology
Karen Clark, Nursing
Paula Clay, Nursing
Richard Clune, Chelsea HealthCare Center

### Jerome Gross, MD, 60 Years

Jerome Gross, MD, graduated with a bachelor's degree from the Massachusetts Institute of Technology (MIT) in 1939 and received his medical degree from New York University College of Medicine in 1943. After completing his medical internship at Long Island College Hospital he served as a captain in the U.S. Medical Corps from 1944 to 1946. He came to the MGH in 1948 as a clinical and research fellow, and was appointed associate biologist in 1951 and biologist in 1966. He also worked as a research associate at MIT from 1946 to 1955. In 1951, he assumed the role of chief of the Developmental Biology Laboratory, a position he held until 1989. During this time, he taught at Harvard Medical School and was named a professor in 1969.

In 1989, Gross was instrumental in the establishment of the MGH/Harvard Cutaneous Biology Research Center (CBRC) and served as acting associate director for Research until 1992. Since that time, Gross has been the senior associate for Academic Affairs and continues to play an active role at the CBRC. In 1997, the CBRC dedicated to him a symposium, "The Extracellular Matrix: A Celebration of the 80th Birthday of Dr. Jerome Gross," and also established the Jerry Gross Travel Award in his honor.

Gross is a member of the American Academy of Arts and Sciences, the National Academy of Sciences and the Institute of Medicine. He also has served twice as chairman of the MGH Committee on Research and has been a member of the boards of the Helen Hay Whitney Foundation, the W. Alton Hines Cell Science Center and the Medical Foundation of Boston. Among Gross' many accolades, he has received the Ludwig Kast Lectureship from the New York Academy of Medicine (NYAM), the Ciba Foundation Award for Research Relevant to the Problems of Aging, a National Institutes of Health Lectureship, a Harvard Society Lectureship, the NYAM's first Paul Klemperer Award and a Lifetime Achievement Award from the Wound Healing Society.

Margaret Coleman, Pediatric Service
Eugene Corbett, Buildings & Grounds
Sandra Creaser, MGH Institute of Health Professions
Ingrid Crichlow, Nursing
Claudia Curado, Nursing
George Dec, Medicine
Roberta Dee, Case Management
Kathryn Degenova, Nursing
Morris Diamant, Radiology
Janet Doherty, Nursing
Donna Donnelly, Nursing
Samuel Doppelt, Orthopædics
Janet Dorrwachter, Orthopædics
Joanne Empoliti, Nursing
Stephen Fasano, Materials Management
Roberta Feldman, Knight Nursing Center
Michael Fifer, Medicine
Seth Finklestein, Neurology
Anne Fiore, Orthopædics
Mari Frauenheim, Clinical Dermatology
Julie Freedman, Infectious Disease Unit
Maureen Garron, MassGeneral Hospital *for* Children
Mark Gebhardt, Orthopædics
Wendy Gershlak, Hematology
Patricia Gorham, Nursing
Donna Greenberg, Psychiatry
Elizabeth Greene, Surgery
Mafilda Guppy, Pathology
Nancy Harris, Pathology
Kenrick Harvey, Nutrition and Food Services
Mary Ellen Heike, Nursing
Ellen Helleberg, Nursing
John Hergenrother, Radiology
Eulawn Heron, Nursing
David Herzog, Psychiatry
Sandra Hession, Nursing
Carolyn Hintlian, Medicine
Robert Hinton, Transportation Services
Margaret Hynes, Psychiatry
Ines Jackson-Williams, Nursing
Marion Jankun, Nursing
Morris Kelley, Materials Management
Anne Klibanski, Medicine
Edward Koski, Anesthesia
Richard Kradin, Pathology
Herbert Krohn, Medicine
Helen Kulig, Nursing
David Kuter, Medicine
Irene Kuter, Medicine
Bruce Laramee, Nursing
Margaret Leger, Blood Transfusion
Amy Levine, Nursing
Karen Lipshires, Nursing
Philip Litch, Radiation Oncology
Catherine Looney, Nursing
Theresa Macdonald, Nursing
Frederick Mansfield, Orthopædics
Debra Martori, Nursing
Kathleen McCarthy, Radiology
Breida McGlame, Nursing
Mary Melloni, Bulfinch Temporary Service
Marlene Meyer, Anesthesia
Kent Morrison, Emergency Services
Michael Moschella, International Patient Center
David Nathan, Medicine
Armand Nicholi, Psychiatry
Britain Nicholson, Administration
Victor Nikiforov, Neurology
Steven Nisenbaum, Psychiatry
Andrea Nixon, Chemistry
Lynn Oertel, Nursing
Patrick O'Gara, Medicine
Barbara Owens, Nutrition and Food Services
Lois Parker, Pharmacy
Patricia Parrelli, MassGeneral Hospital *for* Children
Anetta Pierre, Nutrition and Food Services
Gail Pisarcik-Lenehan, Nursing
Daniel Podolsky, Medicine
Carlos Rabito, Radiology
David Rattner, Surgery
Nancy Rigotti, Medicine
Jody Roberts, Nursing
Maryann Rogers, Nursing
Daniel Rosenthal, Radiology
Michelle Ruggiero, MassGeneral Hospital *for* Children
Linda Ryan, Nursing
Richard Sacknoff, Radiology
Stephen Safford, Respiratory Care Services
Joyce Saturley, Nursing
Mary Shea, Nursing
Jo-Anne Shepard, Radiology
Joyce Silvano, Radiology
Joseph Simeone, Radiology
Rickey Simmons, Buildings & Grounds
Cynthia Soreff Mortlock, Bulfinch Temporary Service
Valerie Spicer, Bulfinch Temporary Service
Alison Strong, Nursing
Carol Sullivan, Clinical Dermatology
Michael Sullivan, Physical and Occupational Therapy Services
Patricia Sullivan, Dermatology
Sharon Sullivan, Nursing
Neelakantan Sunder, Anesthesia
Lillie Tabb, Radiology
Jagdish Thakral, Radiation Oncology
Shirley Thomas, Cardiology Division
Jane Thorbeck, Psychiatry
Katharine Treadway, Medicine
Aileen Tubridy, Nursing

### John Nemiah, MD, 60 Years

John Nemiah, MD, graduated from Harvard Medical School (HMS) in 1943 and began his career as a psychiatrist at the MGH in 1948, serving as acting chief of Psychiatry at the MGH from 1965 to 1967. Nemiah later became chief of Psychiatry at Harvard's Beth Israel Hospital, and has also served on the faculty at HMS and Dartmouth Medical School. Nemiah served 15 years as editor of the notable *American Journal of Psychiatry* and also served as the editor of the journal *Psychiatric Services* from 1978 to 1992. During his distinguished career, Nemiah became known for his work in psychosomatic medicine.

Michael Underwood, Respiratory Care Services
Francis Vacanti, Anesthesia
Mariann Vetere, Nursing
Marjorie Voltero, Nursing
Carolyn Washington, Nursing
Charles Weiss, Medicine
Irene Welston, Nursing
Henderson Winstone, Hematology
Kimberly Wood, Blood Transfusion
Tsunehiro Yasuda, Radiology
Rychard Zak, Chemistry

### For Twenty-Five Years

Barbara Aiello, Nursing
Paul Alfille, Anesthesia
Linda Andrist, MGH Institute of Health Professions
Susan Barisano, Nursing
Michael Barry, Medicine
Hasan Bazari, Medicine
Clare Beck, Nursing
Michael Belton, Buildings & Grounds
Patricia Belton, Mass General Medical Group
Donald Berwick, Pediatric Service
Stephen Blanchard, Operating Room Administration
Paul Boepple, Pediatric Service
Lisa Bowers, Microbiology
John Brennan, Emergency Services
Sharon Brothers, Nursing
Karen Bruynell, Medicine
Mary Bulman, Nursing
Horacio Cantiello, Medicine
John Carolan, Buildings & Grounds
Joan Carrick, General Medicine Division
Antonietta Cerbone, Nursing
Antonia Clark, Nursing
Christopher Coley, Medicine
Karen Costello-Mosher, Radiology
Gregory Curfman, Medicine
Mary Delaney, Charlestown HealthCare Center
Linda Dellorusso, Administration
Kim Eagle, Medicine
Patricia Favazza, Nursing
Judith Ferry, Pathology
Joel Finkelstein, Medicine
Judith Fisch, Medicine
Christine Fitzgerald, Nursing
Jane Flanagan, Nursing
Anne Fonseca, Nursing
Paul Gartland, Nursing
Karen Geraci, Nursing
Anne Gilson, Nursing
Michael Gittens, Buildings & Grounds
Joy Goldenberg, Radiology
Jeanette Gunther, Psychiatry
Daniel Haber, Medicine
Paul Hamburg, Psychiatry
Susan Haneffant, Nursing
Patricia Hanson, Nursing
Patricia Harron, Respiratory Care Services
Gale Haydock, Medicine
Neville Henderson, Environmental Services
Michelle Herry-Galloway, Radiology
Wendy Hobbs, Neurology
Karen Hoenig, Neurology
Barbara Jones, Cardiology Division
Virginia Jordan-Hoar, Nursing
Barbara Kelley, Chelsea HealthCare Center
Regina Kelley, Nursing
Linda Kelly, Obstetrics and Gynecology Service
Ann Kennedy, Nursing
Richard Kim, Laboratory of Computer Science
Sandra Kirley, Urology

Fulton Kornack, Orthopædics
Sandra Laft, Chelsea HealthCare Center
Mary Lauriat, Nursing
Joan LeBel, Pediatric Service
Robert Levenson, Pediatric Service
Robert Levine, Medicine
Dorothea Macrina, Bulfinch Temporary Service
Frank Maltais, Radiology
Karen Manning, Nursing
Mary Manning, Medicine
Kathleen Martin, Chemistry
Noreen McCarthy, Nursing
Barbara McDade, Cardiology Division
Mary McDonough, Nursing
Francis McGovern, Urology
Dawn McLaughlin, Nursing
Phyllis McNally, Radiation Oncology
Patricia McNamara, Nursing
Christine McNamara-Jaehnig, Nursing
Margaret Michaud, Treadwell Library
Karen Miguel, Radiology
Richard Miller, Anesthesia
Ronald Monroe, Radiology
John Moore, Radiology
Mark Moss, Psychiatry
Sandra Murphy, Nursing
Mary Nelson, Nursing
Mary Papagno, Chelsea HealthCare Center
Ellen Paquette, Nursing
Lisa Paul, Neurology
Rosemarie Phillips, Community Health Associates
Allan Pineda, Medicine
Robin Polansky, Orthopædics
Vijaya Ramesh, Neurology
Gilbert Roy, Infectious Disease Unit
Celestia Ryans, Blood Transfusion
Gary Sachs, Psychiatry
Judith Scheer, Research Management
Marc Semigran, Medicine
Martha Sergel, Nursing
Patricia Short, Surgery
Nancy Smith, Nursing
Amy Sweigenberg, Psychiatry
David Systrom, Medicine
Cheryl Tierno, Neurology
Virginia Trask, Neurology
Jose Venegas, Anesthesia
Christine Watkins, Nursing
Van Wedeen, Radiology
Benson White, Operating Room Administration
Marian Wilson, Nursing
Harland Winter, Pediatric Service
Lisa Witham, Anesthesia
Johnson Wong, Medicine
Lisa Wong, Pediatric Service
Marie Yasien, Cardiology Division
Scott Yates, Orthopædics
Linda Younker, Nursing
Luba Zagachin, Neurosurgery
Linda Zamvil, Psychiatry

**For Twenty Years**

Linda Abate, Chelsea HealthCare Center
Mark Adams, Anesthesia
John Agri, Buildings & Grounds
Cheryl Alves, Environmental Services
Shelley Amira, Medicine
Lillian Ananian, Nursing
Nancy Annis, Nursing
M. Amin Arnaout, Medicine
Sheila Arsenault, Chelsea HealthCare Center
Anthony Banks, Cardiology Division
Kate Barba, Nursing
Susan Bardzik, Nursing
Kelly Barnes, Pharmacy
Carol Barnstead, Radiology
Ann Becker, Pediatric Service
Melvin Beniquez, Environmental Services
Roseann Bentivegna, North End Community Health Center
Andre Bernards, Medicine
Kathryn Best Manzo, Nursing
Pradeep Bhide, Neurology
Deborah Biagioni, Endocrine Unit
Laurie Biel, Nephrology
Renee Bigaud-Young, Social Services
Reginald Birngruber, Wellman Center for Photomedicine
Theodore Bischoff, Pharmacy
Kenneth Bishop, Chemistry
Mark Blais, Psychiatry
Karen Booker-Ciampa, Nursing
Stephen Boswell, Medicine
Maureen Boyce, Nursing
Anne Brandl, Nursing
Lynne Brodsky, Medicine
Lynette Brown, Nutrition and Food Services
Michael Brown, Parking & Commuter Services
Wilby Brown, Materials Management
Fitzroy Browne, Environmental Services
Nancy Bryant, Medicine
Claire Buckley, Gastrointestinal Unit
Gae Burchill, Physical and Occupational Therapy Services
Linda Cahoon, Nursing
Louis Cajou, Environmental Services
Pauline Cameron, Nursing
Janice Cameron-Calef, Nursing
David Caplan, Neurology
John Carlozzi, Buildings & Grounds
June Carroll, Bulfinch Temporary Service
Veronica Carroll, Case Management
Evelyn Carromero, Chelsea HealthCare Center
Gail Carson-Fernandes, Nursing
Barbara Cashavelly, Cancer Center
Patrick Cawley, Buildings & Grounds
Bobby Cherayil, Pediatric Service
Sukki Cherian, Health Information Services
Joanne Chicos-Gampel, Professional Billing Office
Daniel Chung, Medicine
Robbin Cleary, Endocrine Unit
Lizabeth Cline, Nursing
Ellyn Collins, Nursing
Alasdair Conn, Emergency Services
Judith Connell, Anesthesia
Mary Connolly, Nursing
Marie Contrado, Cytopathology
Kathleen Cook, Professional Billing Office
Eileen Coran, Nursing
Gail Corey, Registrar's Office
Ronald Costello, Parking & Commuter Services
James Cotton, Environmental Services
Leonard Cotton, Materials Management
Katherine Craig-Comin, Social Services
Paul Craigie, Nursing
Glenda Cummings, Health Information Services
Yuri Dashevsky, Respiratory Care Services
Juan Delmoral, Environmental Services
Joanne Delyani, Professional Billing Office
Vidyut Desai, Pharmacy
Kathleen Devaney, Pediatric Service
Carol Dinnes, Speech/Language Pathology
Elizabeth Ditrapano, Medicine

**Paul Russell, MD, 60 Years**

After graduating from the University of Chicago in 1947, Paul Russell, MD, joined the MGH as an intern in the Department of Surgery in 1948 and served as a resident from 1949 to 1950. After a brief leave to serve in the U.S. Air Force, Russell resumed his residency at the MGH in 1950 and was appointed chief resident in Surgery in 1956. In 1962, he became the chief of General Surgical Services and was named the John Homans Professor of Surgery at Harvard Medical School. Russell developed an interest in transplantation after reviewing articles in the Treadwell Library, and early in his career, he specialized in immunology studies and its role in organ transplants, wound healing, skin grafting and tissue repair. In 1969, he was appointed chief of the MGH Transplant Department, a post he held until 1990. After 1990 he continued his work at the MGH as a senior surgeon.

Russell was board certified in Surgery in 1957 and Cardiothoracic Surgery in 1960. He is a former president of the Transplantation Society, former chairman of Allergy and Immunology Studies at the National Institutes of Health and has served on the Committee on Cancer Immunology. In December 2006, Russell helped launch a website dedicated to the history of the MGH and is chairperson of both the MGH Bicentennial Book Advisory Committee and the MGH History Committee.

Patricia Doherty, Psychiatry
Karen Doster, Emergency Services
Teresa Doyle-Creamer, Nursing
Yolanda Dozier, Nursing
Lynn Drake, Wellman Center for Photomedicine
Sheila Duffy, Nursing
Nancy Dyer, Nursing
Anne Emmerich, Psychiatry
John Fallon, Admitting Services
Scott Farren, Nursing
Jose Feliz, Environmental Safety
Anne Fogarty, Nursing
Sou Fong-Che, Environmental Services
Faith Fortune, General Clinical Research Center
John Foster, Medicine
Leslie Furtado, Cancer Center
Michael Gallivan, Nursing
Thomas Gardella, Medicine
Doris Garner, Admitting Services
Donna Gay, Health Information Services
Gail Gelep, Nursing
Nancy Gentile, Radiology
Arnold George, Biomedical Engineering
Deborah Giampapa, Nursing
Hugh Gill, Police & Security
Stephanie Gill-Ambrose, Nursing
Leah Giunta, Bulfinch Medical Group
Sheila Golden-Baker, Knight Nursing Center
Ronni Goldsmith, Pediatric Service
Cheryl Gomes, Nursing
Felicity Goodridge, Executive Health Services
Charlene Gorden, Nursing
Susan Grabar, Nursing
Diane Greer, Psychiatry
Donna Gregory, Radiology
Patricia Grella, Nursing
Judith Gullage, Nursing
Diane Hall, Nursing
William Hall, Nursing
Suzanne Hally, Nursing
Gerard Hamel, Nursing
Julie Hamilton, Nursing
Ellen Harrigan, Nursing
Marion Hart, Nursing
Sheryl Hassett, Sports Medicine
Leila Haywood, Obstetrics and Gynecology Service
Karen Hewitt Schmitt, Nursing
John Hogan, Chelsea HealthCare Center
Annette Hussey, Nursing
Donna Ineson, Nursing
Robert Insoft, Pediatric Service
Daniel Irgens, Buildings & Grounds
Jeanette Ives Erickson, Administration
Lise Johnson, Pediatric Service
Mary Johnson, Radiology
R. Paul Johnson, Medicine
Robin Jones, Neurology
Mary Joyce, Nursing
Carmela Julianello, Urology
Claire Kane, Nursing
Mark Kaplan, Pharmacy
Rosalind Kearney, Psychiatry
Denise Keefe, Nursing
David Kennedy, Neurology
Kelly Keough, Nursing
Mary Kindman, Nursing
Doreen Klee, Nursing
Brenda Laing, Nursing
Deidre Lamusta, Nursing
Robert Larocque, Radiology
Mark Latina, Surgery
Darlene Leon, General Medicine Division
Michael Lev, Radiology
Karen Liebert, Neuroendocrine
Norbert Liebsch, Radiation Oncology
Laura Listro, Pathology
Judith Livingston, Psychiatry
Laurie Lizotte, Radiology
Christopher Lofgren, Chemistry
Vancia Logan, Development and Major Gifts
Norma Longmore, Nursing
Jacqueline Lucas, Vascular Lab
Linda Lundblad, Nursing
Karen Lundstrom, Nursing
Maryann Lupi, Radiology
Andrew Luster, Medicine
Thomas MacGillivray, Surgery
Arch MacInnes, Public Affairs
Eileen Manning, Community Health Associates
Victor Mata, Environmental Services
Margaret Matthews, Nursing
Barbara Maxam, Social Services
Kathy McDermott, Laboratory of Computer Science
Grace McDonald-Smith, Surgery
Nancy McDonnell, Psychiatry
Jennifer McGowan, Radiology
Diane McKenna-Yasek, Neurology
William McKinnon, Buildings & Grounds
Marilyn McMahon, Corporate Compliance
Terrilee McMakin-Uber, Nursing
Doreen McNally, Radiology
Sonia McNally, Nursing
Donnamarie McNeil, Cancer Center
Doreen McPherson, Nursing
Margaret Meagher, Nursing
Nancy Mello, Psychiatry
Jack Mendelson, Psychiatry
James Michaelson, Pathology
Jacqueline Michaud, Nursing
Joanne Minton, Nursing
Guy Mont-Louis, Environmental Services
Brenda Morano, Nursing
Rosendo Moreno, Respiratory Care Services

**John Stoeckle, MD, 60 Years**

John Stoeckle, MD, graduated from Harvard Medical School (HMS) in 1948 and joined the MGH that same year, receiving his board certification in Internal Medicine in 1958. In the 1960s, Stoeckle, along with James Dineen, MD, helped form a small primary care group that provided 24-hour coverage for patients in the Clinics Building. This group evolved into today's Internal Medicine Associates (IMA), a primary care practice.

As a professor of Medicine at HMS, Stoeckle played an important role in developing, implementing and teaching the Patient/Doctor curriculum. He has written extensively on the challenges of doctoring in the modern era, and his numerous publications on patients' perceptions of health, disease and patient-doctor relationships have significantly influenced the field of primary care internal medicine.

In 2000, the MGH established the John D. Stoeckle Center for Primary Care Innovation to improve the practice of primary care from the perspective of patients, their families and clinicians. In 2006, Stoeckle received the Advancement of Psychotherapy Award for his leadership in the advancement of mental health care and enduring leadership in advancing the doctor-patient relationship.

In 1999, Stoeckle and John Goodson, MD, both then of IMA, co-hosted the opening of a photo exhibit chronicling the history of MGH outpatient services. As former chair of the MGH Committee on Clinics, he has authored some of the first comprehensive descriptions of the history and development of community clinics and related policy issues. He also is a member of the MGH Bicentennial Book Advisory Committee.

Eleanor Morris, Cardiology Division
Kathleen Mortimer, Anesthesia
Dianne Moschella, Radiology
Holly Moulton, Nursing
Lois Muller, Radiology
Christine Muncey, Nursing
Carol Murphy, Charlestown HealthCare Center
Joyce Murray, Nursing
Jayalakshmi Mysore, Center for Human Genetic Research
Anne Nichols, Obstetrics and Gynecology Service
Mary Ober, Cardiology Division
Marie O'Connor, Nursing
Denise O'Donovan, Nursing
John Oldershaw, Radiology
Georgia Olson, Vascular Surgery
Catherine O'Malley, Nursing
Mary O'Malley, Case Management
Mary Omeara, Nursing
Nelson Orr, Radiology
Grace Osazee, Nursing
Michael Otto, Psychiatry
Bonnie Padwa, Oral & Maxillofacial Surgery
Eva Panzera, MassGeneral Hospital *for* Children
Colette Paris, Nutrition and Food Services
Karen Parmenter, Nursing
Linda Patten, Anesthesia
Lisa Patterson, Blood Transfusion

Edward Pechner, Environmental Services
Kathleen Perras, Radiology
Joanne Phillips, Nursing
Diane Picariello, Nursing
Micheline Pierre, Nursing
Shiv Pillai, Medicine
Diana Pollini, Nursing
Susan Porter, Nursing
Jeffrey Potter, Radiology
Elsa Powell, Nursing
Laura Prager, Psychiatry
Donna Proudfit, Chelsea HealthCare Center
Suze Prudent, Psychiatry
Douglas Raines, Anesthesia
Barbara Rattner, Protocol Office Administration
Scott Rauch, Psychiatry
George Reardon, Patient Care Services
Andrea Reid, Medicine
Robert Ribeiro, Biomedical Engineering
Theresa Rico, Clinical & Professional Development
Vincent Riggi, Respiratory Care Services
Laurist Robbins, Buildings & Grounds
Eileen Rogers, Radiology
Karen Rosenblum, Nursing
Eda Russell, Cardiology Division
Colleen Ryan, Surgery
Edward Ryan, Medicine
Patricia Ryan, Nursing
Kathy Sanders, Psychiatry
Alfred Sandrock, Neurology
Elena Scarpone, Thyroid
Isaac Schiff, Obstetrics and Gynecology Service
Deborah Schuback, Neurosurgery
Anthony Scolastico, Buildings & Grounds
Robert Seger, Urology
Martin Selig, Immunopathology
Gail Semigran, Medicine
Shirley Sharff, Center for Quality and Safety
Lisa Shaw, Pulmonary
Judith Sinsheimer, Social Services
Sylvia Small, Pathology
Emily Smith, Physical and Occupational Therapy Services
Alexandra Sobran, Social Services
Ivan Soto-Arape, Medicine
Thomas Spencer, Psychiatry
Sheridan St. Jour, Nursing
Jean Stewart, Nursing
Patricia Stiehl, Nursing
Kevin Strong, Respiratory Care Services
Lynn Sullivan, Respiratory Care Services
Kathleen Surette, Nursing
Kathleen Sweezey, Radiology
Karen Tanklow, Social Services
Charles Taylor, Dermatology
Aron Teckie, Senior Health
Stephen Temple, Buildings & Grounds
Maria Thanopoulos, Internal Medicine
Gerard Thermitus, Environmental Services
Albertha Thomas, Nutrition and Food Services
Hugh Thomas, Environmental Services

**Edwin Carter, MD, 55 Years**

Edwin Carter, MD, received his bachelor's of science degree from Washington & Jefferson College in 1949 and his medical degree from Harvard Medical School in 1953. After graduating, he joined the MGH as an intern in the Department of Surgery. In 1955, he joined the U.S. Navy, serving for two-and-a-half years. In 1960, he finished his residency and continued his career in the Department of Surgery. During his spare time, he enjoys listening to and playing music, including the clarinet and saxophone, and has played for the Whelling Junior Symphony and in several dance bands in the 1940s. Carter has greatly enjoyed his time at the MGH and in the Department of Surgery, believing it to be a stimulating environment comprising many unique individuals who always do their utmost to maintain the highest standards. He is currently married and has four children.

Suntaravuth Thomas, Revere HealthCare Center
James Thompson, Anesthesia
James Thrall, Radiology
Pamela Tobichuk, Case Management
Timmy Tran, Pharmacy
Richard Treska, Buildings & Grounds
Nilda Vega, Chelsea HealthCare Center
Victoria Vissering, Nursing
Joanne Walsh, Nursing
William Walsh, Buildings & Grounds
Linda Wang, Pediatric Service
Beatrice Warmington, Pathology
Marilyn Warner, Nursing
Kendall Watts, Registrar's Office
Susan Weeks, Wellman Center for Photomedicine
Suzanne Williams, Surgery
Demetra Wittmann, Chemistry
Lai Wong, Environmental Services
Barbara Woo, Medicine
Janet Wozniak, Psychiatry
Jamald Wright, Radiation Safety
Polina Zatsman, Laboratory of Computer Science

**For Fifteen Years**

Jonathan Adler, Emergency Services
Ali Aghazadeh-Bonab, Radiology
Mario Amaral, Chemistry
Betsy August, Obstetrics and Gynecology Service
Keith Baker, Anesthesia
Richard Barnum, Psychiatry
Rosemary Barone, Neurology
Julianna Bates, Psychiatry
Joel Bauman, Medicine
Roberta Beauchamp, Center for Human Genetic Research
Beryl Benacerraf, Obstetrics and Gynecology Service
Theodore Benzer, Emergency Services
Jesse Berman, Biomedical Engineering
Glenda Best, Wellman Center for Photomedicine
Miriam Bloomberg, Performance Analysis and Improvement
Ellen Blumenthal, Psychiatry
Catherine Blunt, Charlestown HealthCare Center
Deverie Bongard, Molecular Biology
Svjetlan Boskovic, Surgery
Sharon Briggs, Nursing
Bryann Bromley, Obstetrics and Gynecology Service
Emile Broome, Biomedical Engineering
Jacqueline Buchin, Psychiatry
Raphael Bueno, Surgery
Doan Bui, Nursing
Donna Burgess, Radiology
Marc Bussiere, Radiation Oncology
Enrico Cagliero, Medicine
Arnel Canlas, General Store
April Canlas-Amameda, Gastrointestinal Unit
Glenda Canlas-Reyes, Gastrointestinal Unit
Kathleen Carriere, Managed Care
Jang-Ho Cha, Neurology
Yuchiao Chang, Medicine
Colleen Collins, Medicine
Linda Como, Cardiac Surgery
Susan Connolly, Radiology
Inge Corless, MGH Institute of Health Professions
Pamela Corolla, Cardiology Division
Tracy Costley, Radiology
Jane Cronin, Nursing
Tremayne Cross, Orthotics
Susan Dean, Protocol Office Administration
Linda Dell'Olio, Cancer Center
Anthony Dimino, Charlestown HealthCare Center
Lisa Dobberteen, Pediatric Service
Annette Dogiakis, Radiology
Regina Doherty, Physical and Occupational Therapy Services
Patricia Dowling, Nursing
Eliana Drenkard, Molecular Biology
Paul Eaton, Chemistry
David Ebb, Pediatric Service
Josephine Emar, Revere HealthCare Center
Emad Eskandar, Neurosurgery
Edward Fee, Protocol Office Administration
Gretchen Felopulos, Psychiatry
Jennifer Ferguson, Oral & Maxillofacial Surgery
Marie Ferraro, Psychiatry
Maria Fiumara, North End Community Health Center
Sharon Fiumara, Cardiology Division
Jacob Flanz, Radiation Oncology
Kathleen Fortin, Pediatric Service
Blair Fosburgh, Medicine
Rosemary Foster, Medicine
Lawrence Friedman, Medicine
Stephanie Fuller, Nursing
Michele Gadd, Surgery
Sherrin Gallagher, Nursing
Joyce Galloway, Bulfinch Temporary Service
Alicia Gavalya, Psychiatry
Daniel Geller, Psychiatry
David Geller, Pediatric Service
Dona Georgitis, Revere HealthCare Center
Robert Gerszten, Medicine
Carl Geyer, Radiology
Elzbieta Gilbride, Nursing
Verena Gobel, Pediatric Service
Irene Goldenshtein, Infection Control

Randy Gollub, Psychiatry
Annekathryn Goodman, Obstetrics and Gynecology Service
Christine Goscila, Revere HealthCare Center
David Gow, Neurology
Michael Greene, Obstetrics and Gynecology Service
Ross Greene, Psychiatry
Anne Hart, Medicine
Edmund Hassan, Emergency Services
Pamela Hearon, Infectious Disease Unit
Martha Herbert, Neurology
Michael Hodges, Medicine
Beth Holbert, Nursing
Dianne Holland, Radiology
Pamela Hook, MGH Institute of Health Professions
Judy Hung, Medicine
Felicia James, Nutrition and Food Services
Karen Jean, Urology
Mitchell Johnson, Materials Management
John Julian, Psychiatry
Nasser Karamouz, Psychiatry
Michelle Kelley, Medicine
Ashok Khatri, Medicine
Marian Klepser, Medicine
Lisa Kling, Bulfinch Temporary Service
Dora Kovacs, Neurology
Eric Lander, Medicine
David Landis, Pediatric Service
Elaine Lang, Psychiatry
Alicia Langhorn, Nursing
Cheryl Lawrence, MGH Institute of Health Professions
Jeannie Lee, Molecular Biology
Mariane Leonard, Gastrointestinal Unit
Zakhar Levin, Radiology
Paula Litchman, Admitting Services
Aiping Liu, Anesthesia
Mchurley Louis, Radiology
Daniel Majeskey, Nursing
Joseph Mandeville, Radiology
John Matthews, Psychiatry
Rischa Mayes, Nursing
Steven McAfee, Medicine
Suzanne Mcdavitt, Bulfinch Temporary Service
Sandra McLaughlin, Social Services
Karen McLeod, Nursing
Carolyn Mehaffey, Anesthesia
James Meisel, Medicine
Carol Milld, Senior Health
Diane Mills, Nursing
Jeannie Min, Anesthesia
Joseph Misdraji, Pathology
Bruce Morgan, Dermatology
Lance Munn, Radiation Oncology
Robert Nelken, Pediatric Service
Craig Neville, Surgery
Gil Noam, Psychiatry
Matthew O'Brien, Buildings & Grounds
Thomas O'Brien, Police & Security
Jacqueline Olds, Psychiatry
Esther Oliva, Pathology
Silvio Onesti, Psychiatry
Theodore Ongaro, Urology
Paola Pajevic, Medicine
Karen Pelletier-Mitchell, Nursing
Marco Pena, Environmental Services
Lizabeth Perkins, Surgery
Cathleen Poliquin, Cancer Center
Alicia Powell, Psychiatry
Janey Pratt, Surgery
Susan Quigley, Nursing
Deborah Quinn, Medicine
Nancy Radford, MassGeneral Hospital *for* Children
Laurel Raftery, Dermatology
Michael Rater, Psychiatry
Mary Reed, Cardiology Division
Steven Reeves, Neurology
Hans-Christian Reinecker, Medicine
Susan Reuter, Pediatric Service
Michelle Ricciardi, Surgery
Cecil Rice, Psychiatry
David Ring, Orthopædics
David Roberts, Medicine
Herminia Rosas, Neurology
Carolyn Ruggiero, Nursing
Russell Ryan, Surgery
Susan Saidman, Pathology
Lucienne Sanchez, Pediatric Service
Agnes Sarno, Chelsea HealthCare Center
Carol Savino, Microbiology
Robert Savoy, Radiology
Elaine Scadding, Charlestown HealthCare Center
Larry Seidman, Psychiatry
Irina Seliverstova, Nursing
Miguel Sena-Esteves, Neurology
Elinor Siner, Psychiatry
John Slattery, Nursing
Nicole Smith, Center for Human Genetic Research
Scott Snapper, Medicine
Dana Stearns, Emergency Services
Tatyana Sukennik, Endocrine Unit
Deborah Sumner, Nursing
Kenneth Tanabe, Surgery
David Ting, Pediatric Service
Mary Tomasian, Urology
Roger Tootell, Radiology
Helene Torrisi, Radiology
Arthur Valenstein, Psychiatry
Maria Vivaldi, Medicine
Christian Waeber, Radiology
Maria Wallace, Obstetrics and Gynecology Service
John Walsh, Anesthesia
Kelly Walsh, Transplantation Biology Research Center
Gloria Waters, Neurology

### Daniel Federman, MD, 55 Years

Daniel Federman, MD, was born in New York City and graduated *summa cum laude* from Harvard College and *magna cum laude* from Harvard Medical School (HMS). His clinical training at the MGH was followed by research training at the National Institutes of Health. He also holds a D.Sc., *honoris causa*, from Mt. Sinai School of Medicine.

Federman served on the faculty of HMS from 1960 to 1972 and was simultaneously on the MGH staff. From 1972 to 1977, he was chairman of the Department of Medicine at Stanford Medical School and then returned to HMS as dean for Students and Alumni and Professor of Medicine. In 1989, he was appointed Dean for Medical Education at HMS and in 1992 was named the school's Carl W. Walter Professor of Medicine and Medical Education. In 2000, he became the HMS senior dean for Alumni Relations and Clinical Teaching.

Among his leadership roles, Federman has served as chairman of the American Board of Internal Medicine and president of the American College of Physicians (ACP) and is a member of the Institute of Medicine and was one of the founding editors of *Scientific American Medicine*. In 1994, he was named Massachusetts Physician of the Year by the American College of Physicians and in 1995 received the organization's Distinguished Teacher Award. In 1999, the Endocrine Society honored him with their Distinguished Educator Award and in 2000 he received the Abraham Flexner Award for Distinguished Service to Medical Education from the Association of American Medical Colleges.

Robert Webb, Wellman Center for Photomedicine
Anna Wolff, Psychiatry
Annie Woon, Anesthesia
John Worthington, Psychiatry
Cameron Wright, Surgery
Leo Wright, Infectious Disease Unit
Kazuhiko Yamada, Surgery
David Yarmush, Surgery
Carey York-Best, Obstetrics and Gynecology Service
Sarah Zhang, Endocrine Unit
Deborah Zollner, Blood Transfusion

### For Ten Years

Mekdes Abebe, Nursing
Elida Acuna-Martinez, Interpreter Services
Itzhak Aharon, Radiology
Stephanie Ahmed, Emergency Services
Gloria Alexander, Nursing
Brunel Alexis, Bulfinch Temporary Service
Yvrose Allien, Hematology
Merlyn Allman, Materials Management
Elaine Almeida, Psychiatry
Linda Almeida, Center for Comparative and Integrative Biology
Dayli Alonzo, Environmental Services
Menekse Alpay, Psychiatry
Michelle Anastasi, Nursing
Melanie Andrade, Nursing
Amy Annese, Nursing
Kristin Appel, Nursing
Nora Arbeene, Case Management
Ana Arce, Nursing
Hanna Arellano, Radiology
Ronald Arellano, Radiology

Mary Jane Arenburg, Dermatology
Divina Arredondo, Chelsea HealthCare Center
Spyri Artavanis-Tsakonas, Medicine
Jean Ashland, Speech/Language Pathology
Alireza Atri, Neurology
Nadia Auciello, Radiology
Joseph Audette, Physical Medicine and Rehabilitation
Sanjay Aurora, Pediatric Service
Georgette Azar, Nursing
James Babashak, Anesthesia
Kevin Babcock, Nursing
Brian Bacskai, Neurology
Kimberly Baker, Nursing
Thomas Baker, Nursing
Tina Balducci, Radiology
Yong Bai, Chemistry
Desiree Baptiste, Back Bay HealthCare Center
Wilna Baptiste, Infectious Disease Unit
Moshe Bar, Radiology
Riccardo Barbieri, Anesthesia
Jennifer Barmash, Psychiatry
Betsy Barr, Nephrology
Manuel Barros, Center for Comparative Medicine
Maria Barros, Nursing
Lillian Barry, Obstetrics and Gynecology Service
Phyllis Bartell, Radiology
Murat Bastepe, Medicine
Jonathan Bean, Physical Medicine and Rehabilitation
Blossom Beckford, Nursing
Michelle Bell, Nursing
Nancy Belmar, Nursing
Francesca Belouin, Neurology
Thomas Benner, Radiology
Marie-Edouard Bernard, Mass General West
Marilyn Bernard, Nursing
Darcy Beston, Nursing

**Henning Pontoppidan, MD, 55 Years**

Henning Pontoppidan, MD, came to the MGH from Denmark in 1953 for his residency in Anesthesiology. In 1957, he was drafted by the U.S. Army and served for two years as captain in the Medical Corps. He then returned to the MGH as a research fellow in Anesthesia and in 1959 was appointed medical director of the Respiratory Care Department (then called the Oxygen Therapy Department), a division of the Department of Anesthesia. Pontoppidan previously had gained experience in respiratory care and ventilator therapy during an unprecedented and severe poliomyelitis endemic in 1952 and put this experience to good use at the MGH, which was faced by a rapid rise in patients needing mechanical ventilation and respiratory care for a variety of diseases. In 1961, he was a key figure in a major milestone in respiratory care, helping establish the MGH's Respiratory Intensive Care Unit – the first in the United States. He then was appointed chief of the unit, a position he held from its inception until the mid 1980s. Pontoppidan has contributed significantly to the training of young physicians in his specialty and his pioneering research and publications have greatly impacted both national and international respiratory care. In 1987, Pontoppidan became the first recipient of the Reginald Jenney Professorship of Anesthesia at Harvard Medical School after handling Jenney's respiratory care for several years – in fact, Pontoppidan is often credited with saving Jenney's life. The professorship was established by the Jenney Family Trust to support an anesthesiologist working in the field of respiratory intensive care.

Rebecca Betensky, Medicine
David Beynon, Health Information Services
Paul Biddinger, Emergency Services
Shirley Biddle, Transplant Surgery
William Binder, Emergency Services
Jean Bishop, Nursing
Laurie Bissett, Diabetes Research Center
Rossitza Bliznakova, Microbiology
David Boas, Radiology
Kristen Bodnaruk, Nursing
Denise Bohne, North End Community Health Center
Yvanne Boiron, Nutrition and Food Services
Andrea Bonanno, Physical and Occupational Therapy Services
Linda Bonell, Social Services
Albina Bonilla, Nursing
Giorgio Bonmassar, Radiology
Vladimir Boskovic, Pharmacy
Sharon Bossie, Cardiology Division
Lisa Boulay, Clinical Care Management Unit
Richard Bouley, Medicine
David Bowling, Surgery
Jason Boyd, Professional Billing Office
Susan Boyle, Cancer Center
Ellen Braaten, Psychiatry
Paula Brathwaite, Nutrition and Food Services
Kevin Bravo, Medicine
Esther Brisson, Bulfinch Temporary Service
Anne Brogan, Radiation Oncology
Jacqueline Brown, Registration and Referral Center
Allegra Bruce, Radiology
Kareen Bruno, Materials Management
Ruth Bryan, Center for Quality and Safety
Diana Buckley Uhrich, Nursing
Georgia Bufford, Radiology
Timothy Buie, Pediatric Service
Janet Burke, Allergy Associates
Andrea Burton, Nursing
Catherine Cahill, Pediatric Service
Christopher Cahill, Orthopædics
Joseph Caissie, Police & Security
Wendy Calderon, MassGeneral Hospital *for* Children
Eric Campbell, Medicine
Gail Campbell, Nursing
Ann Marie Capozzi, Cardiology Division
Mayra Cardona, Chelsea HealthCare Center
Lisa Carlson, Nursing
John Carnabucci, Buildings & Grounds
Kelly Carreiro, Nursing
Melanie Cassamas, Service Improvement
Sachiko Castleman, Nursing
Carla Celli, Interpreter Services
Heechin Chae, Physical Medicine and Rehabilitation
Jeffery Chambers, Nursing
Adonica Chaplain, Bulfinch Temporary Service
Paul Chapski, Buildings & Grounds
Kimberly Charette, Nursing
Pierre Charles, Environmental Services
Tahir Chaudhary, Bulfinch Temporary Service
Kimberly Chelf, Patient Care Services
Shan Chen, Nephrology
Tong-Yan Chen, Anesthesia
Pamela Cherry, Nursing
Susan Chick, Mass General West
Anna Chicoine, Nursing
Mei Chin-Li, Center for Comparative Medicine
Rosalind Chitolie, Nursing
Salvatore Cilmi, Medicine
Deborah Clark, Nursing
Steysy Clark, Radiology
Chimwemwe Clarke, Nursing
Linsel Clarke, Nutrition and Food Services
AnnMarie Cloonan, Professional Billing Office
John Coburn, Cancer Center
Cheryl Codner, Nursing
Millicent Codrington, Research Management
Stacy Cohen, Obstetrics and Gynecology Service
Gina Collerone, Chemistry
Julie Conlin, Nursing
Thomas Connolly, Obstetrics and Gynecology Service
Maryann Corea Carroll, Nursing
Maria Correia, Nursing
Eleanor Counselman, Psychiatry
Ericka Coutts, Nursing
Edward Craffey, Cardiac Surgery
Shana Crow, Nursing
Carmina Cruz, Nursing
Jesus Cruz, Materials Management
Minerva Cruz, Chelsea HealthCare Center
Frank Curtis, Nursing
Maria D'Amore, Nutrition and Food Services
Roberto Dasilva, Oral & Maxillofacial Surgery
Thelma Dasilva, Nursing
Lilian Dayan-Cimadoro, Physical and Occupational Therapy Services
Corporina De Garcia, Health Information Services
Sandra Debronkart, Surgery
Adeline Dello Russo, Nursing
Federica delMonte, Medicine

Shirley Deloach, Nursing
Jean Delus, Environmental Services
Russell DeMailly, Nursing
Nancy Dennehy, Professional Billing Office
Deolinda Depina, Nursing
Jesuina Depina, Radiation Oncology
Jose Depina, Environmental Services
Susan Desimone Maechaoui, Professional Billing Office
Louanne Desroches, Nursing
Claribell Diaz, Nursing
Ali Dincer, Bulfinch Temporary Service
Tsering Dingyon, Nursing
Melissa Disola, Obstetrics and Gynecology Service
Emmanuelle DiTomaso, Radiation Oncology
Ronald Dixon, Medicine
Tessie Doctor, Nutrition and Food Services
Sandra Dodge, MassGeneral Hospital *for* Children
Thomas Dodson, Oral & Maxillofacial Surgery
Marie Dorcelus, Nursing
Medinor Dorson, Environmental Services
Antonieta Dos Santos, Nursing
Robert Doyle, Psychiatry
Amy Drago, Nursing
Kristin Drake, Neurology
John Duffy, Buildings & Grounds
Ngoc Duong, Nursing
Evelyn Durand, Mass General West
Walter Dzik, Pathology
Stephanie Edwards, Radiation Oncology
Nadia El Mouatacim, International Patient Center
Patrick Ellinor, Medicine
Sheryl Ellis, Nursing
Joseph Estinville, Nutrition and Food Services
Theresa Evans, Nursing
Erin Evers, Images
Hassan Faik, Anesthesia
William Faquin, Pathology
Mari Farrell, Radiation Oncology
Joseph Fay, Radiology
Gesner Felix, Nursing
Kendra Fennell, Obstetrics and Gynecology Service
Marie Fevrier, Nursing
Lillian Figueroa, Orthopædics
Michael Filbin, Emergency Services
Micheline Fils, Nursing
Solange Fils-Aime, Nursing
John Findley, Psychiatry
Michael Fionda, Buildings & Grounds
Patricia Fitzgerald, Nursing

**Willard Daggett, MD, 50 Years**

Willard M. Daggett, MD, earned his undergraduate degree from the University of California, Berkeley in 1955 and medical degree from the University of California School of Medicine in 1958. Daggett came to the MGH for his internship in Surgery in 1958 and served as senior resident in Surgery at Children's Hospital from 1961 to 1962. After returning to the MGH, he was chief resident in Surgery from 1967 to 1968. He also completed a clinical and research fellowship in Surgery in 1967 while serving as a teaching fellow at Harvard Medical School (HMS).

Among his leadership and academic roles, he has been professor of Surgery at HMS from 1978 to 2000 and senior surgeon since 2000. He has served on the Advisory Editorial Board of the *Journal of Thoracic and Cardiovascular Surgery;* the National Institutes of Health Study Section on Surgery, Anesthesia and Trauma; and the Cardiovascular Surgery Committee of the American College of Cardiology.

Daggett received the Young Investigator Award from the American College of Cardiology for studies of the effects of digitalis on the normal heart. Awarded an Established Investigatorship by the American Heart Association, Daggett and his colleagues demonstrated that oxygenation of cardioplegic solutions resulted in support of aerobic metabolism in otherwise globally ischemic hearts. This work lead Daggett to design operations to correct ventricular septal rupture in patients after a heart attack.

Daggett is the author of more than 200 publications and has mentored hundreds of trainees and established the Laboratory of Surgical Cardiovascular Physiologic Research. Daggett also paved the way for pivotal discoveries leading to the design of new surgical techniques in heart transplantation and complex cardiac surgical repairs.

Recently, the MGH spearheaded an effort to create the Willard M. Daggett Cardiothoracic Research Scholarship, which awards $10,000 annually to a resident committed to cardiothoracic research during his or her general surgery residency. The scholarship aims to encourage residents to pursue cardiothoracic research and consider careers in cardiothoracic surgery.

Currently, he participates in cardiac teaching conferences and mentors HMS students.

Michelle Flaherty, Nursing
Rolanda Flammia, Pathology
Dina Flores, Nursing
Saadia Flores, Radiology
David Foley, Bulfinch Medical Group
David Forcione, Medicine
Doris Francis, Hematology/Oncology
Shauna Franklin, Nursing
David Freshman, Radiology
Alison Friedmann, Pediatric Service
Stacy Gaines, Health Information Services
Paul Galvin, Nursing
Luis Garcia, Environmental Services
Joan Gazza, Radiology
Gladys Gee, Emergency Services
Katherine Gentile, Nursing
Sheila Georges, Nursing
Louis Gerard, Materials Management
Joseph Gesmundo, Medicine
Sharon Gibson, Radiology
Jatinder Gill, Anesthesia
Lynda Gillan, Anesthesia
Gina Gillis, Clinical Research Program
Joan Glaser, Nursing
Mel Glenn, Physical Medicine and Rehabilitation
Christine Gocal, Protocol Office Administration
Saveli Goldberg, Radiation Oncology
Dov Goldvasser, Orthopædics
Mauricio Gonzalez, Environmental Services
Julie Goodman, Radiology
Quantresa Goods, Speech/Language Pathology
Gary Gottlieb, Psychiatry
Patricia Grant, Radiology
Christine Gray, Neurosurgery
Douglas Greve, Radiology
Pamela Griffin, Nursing
Kathleen Grinke, Nursing
Ljiljana Grkovich, Anesthesia
Juanita Haas, Chelsea HealthCare Center
Paul Hammerness, Psychiatry
Amira Hamzic, Nursing
Gayle Hanby, Nursing
Jason Harris, Pediatric Service
Zhi He, Radiology
Mona Hemeon, Nursing
Aude Henin, Psychiatry
Joyce Henry, Nursing
Marion Henry, Nursing
Penelope Herman, Nursing
Carlos Hernandez, Materials Management
Lisa Hernandez, Urology
James Herndon, Orthopædics
Hani Hesaba, Pathology
Katherine Hesse, Medicine
George Higgins, MGPO Finance
Deborah Hinds, Nutrition and Food Services
Devon Hinton, Psychiatry
Francesca Hirtle, Chemistry
Stephen Hoenig, Surgery
Patricia Hojnowski-Diaz, Obstetrics and Gynecology Service
Danielle Holland, Nursing
Karen Holland, Nursing
Blessing Holly, Nutrition and Food Services

Daphne Holt, Psychiatry
Francis Hornicek, Orthopædics
Rebecca Houlihan, Radiation Oncology
Jennifer Howard, Nursing
Louise Ivers, Medicine
Debra Jacobson-Lenson, Revere HealthCare Center
Lilawattie Jaglall, Nursing
Jose Jaimes, Environmental Services
Michael Jamgochian, Nursing
Jerome Janousek, Pharmacy
Arul Jayaraman, Surgery
Donna Jenkins, Nursing
Paricanne Jeune, Environmental Services
Mary Johnston, Endocrine Unit
Mychal Jones, Parking & Commuter Services
Nan Jones, MGPO Finance
Michael Jordan, Materials Management
Francis Joseph, Materials Management
Junie Joseph, Nursing
Regina Joseph, Nursing
Ann Joyce, Nursing
Kelly Joyce, Nursing
Alexander Kainamisis, Environmental Services
Masao Kaneki, Anesthesia
Yuejian Kang, Cardiology Division
Annette Kavanagh, Nursing
Howard Kay, Pediatric Service
Kathleen Keenan, Surgery
Kimberly Kegel, Neurology
John Kelley, Psychiatry
Bernice Kelly, Psychiatry
Patricia Keough, Bulfinch Temporary Service
Jonatha Kerr, Nursing
Mark Kilbride, Buildings & Grounds
Janice Kiley, Clinical & Professional Development
Mary Killackey, Nursing
April Kim, Nursing
Judith Klane, Internal Medicine

### Gilbert Gaff, 50 Years

Gilbert Gaff, affectionately known as Gil, earned his bachelor's of science degree from Boston University in 1960, and his master's degree in Secondary Education from Boston State in 1962. Gaff came to the MGH in 1958, joining the Department of Medical Records/Health Information Systems.

A native of Revere, Mass., for 38 years Gaff served as a school administrator for the city's school system while holding his position at the MGH. In 1989, he was the chairman of an ad hoc committee that strategically supported the closing of several Revere schools. Gil has received numerous community and leadership awards, including the 1997 Parent Teacher Student Association (PTSA) Lifetime Achievement Award and a 2007 Partners in Excellence Group Leader award.

Gaff is an adamant supporter of great athletic teams, especially the Boston Red Sox, Boston Celtics and New England Patriots.

In his words: "MGH is a great place to work and interact with talented people from whom support is continuously provided. I want to acknowledge one person in particular – Mr. Joseph Lynskey. Earlier this year, he succumbed to cancer and he is truly missed. We worked together in Health Information Systems for 50 years."

Gaff is appreciative and proud of the support provided by his wife, Josephine, and son, Brian, who is an intellectual property lawyer for the Edwards, Angel, Palmer and Dodge Law Firm in Boston.

Irina Kochneva, Health Information Services
Richard Koehler, Surgery
Stephen Kolaczkowski, Pharmacy
Yakov Kopilevich, Buildings & Grounds
Zbigniew Kosinski, Materials Management
Camille Kotton, Medicine
Bhargavi Krishnan, Anesthesia
Karen Kumpavong-Gonsiewski, Nursing
Gina Kuperberg, Psychiatry
Rafail Kushak, Pediatric Service
Karen Kwiatanowski, Nursing
Lisa Kwmuntis, Blood Transfusion
Mokhtar Labeche, Environmental Services
Germaine Lambergs, Nursing
Annette LaPointe, Radiology
Mark Lareau, Physical and Occupational Therapy Services
Kathleen Larkin, Nursing
Edna Laurino, Chelsea HealthCare Center
Ghislaine Laurore, Materials Management
Sara Lazar, Psychiatry
Dolores Lazzarino, Revere HealthCare Center
Nang Le, Radiology
Meryl Leboff, Medicine
Mary Leclair, Nursing
Yvette Leclair, Emergency Services
Pamela Leclerc-Bovey, Nursing
Denise Leconte-Rosemond, Nursing
Catheline Legagneur, Chelsea HealthCare Center
Daniel Leonard, North End Community Health Center
Angela Leone, Nursing
Nicholas Lepore, Transportation Services
Melinda Lerwill, Pathology
Cheryl Lewandowski, Professional Billing Office
Guoan Li, Orthopædics
George Lillie, Nursing
Elizabeth Liszanckie, Nursing
Kathleen Lomuscio, Case Management
Darren Long, Professional Billing Office
Susanne Loomis, Radiology
Gretchen Lord, Nursing
Santiago Lozano, Biomedical Engineering
Maureen Lucey, Hematology/Oncology
Kara Luscko, Nursing
Mary Lyons-Hunter, Psychiatry
Katherine Mabardi, Bulfinch Medical Group
Danielle Macenat, Nutrition and Food Services
Calum MacRae, Medicine
Darlene Madej, Nursing
Janice Maenpaa, Nursing
Shyamala Maheswaran, Surgery
William Mailhiot, Transportation Services
Dieter Manstein, Wellman Center for Photomedicine
Michael Marks, Professional Billing Office
David Marquez, Police & Security
Kathleen Marshall, Neurology
Nancy Marshall, Warren Library
Vladimir Marshansky, Medicine
Tracey Martin, Nursing
Lois Masters, Nursing
Peter Mauch, Radiation Oncology
Maureen McAnneny, Nursing
Diane McCabe, Research Management
Kerry McCarthy, Radiology
Jennifer McCauley, Medicine
Erin McCobb, Nursing
Laurel McConnell, Nursing
Alma McDonald, Interpreter Services
Allison McDermott, Cardiology Division
Steven McDermott, General Medicine Division
Michael McElhinny, Chaplaincy
Margo McField, Nursing
Christopher McGrath, Police & Security
Duncan McInnes, Obstetrics and Gynecology Service
Christine McKee, Nursing
Susan McKenzie, Professional Billing Office
Pamela McMahon, Radiology
Maria Meimaris, Radiation Oncology
Angela Merchant, Pharmacy
Jeffrey Mifflin, Bulfinch Temporary Services
David Miller, Radiology
Adele Mirabella, Neurology
Maria Miranda, Nursing
Mohammad Miri, Cancer Center
Jamal Mitchell, Nutrition and Food Services
Martha Mitchell, Internal Medicine
Vicki Modest, Anesthesia
Colleen Monaghan, Medicine
Marie Montes, Hematology/Oncology
Sandra Moreschi, Revere HealthCare Center
Pamela Moriarty, Nursing
Erick Morris, Medicine
Victoria Morrison, Nursing
Lynne Mottola-Doherty, Obstetrics and Gynecology Service
Alan Moulaison, Police & Security
Mnconywa Mrabuya, Buildings & Grounds
Victor Munoz, Environmental Services
Jamila Munye, Nursing

Manuel Murillo, Nursing
Colleen Murphy, Case Management
David Murphy, Laboratory of Computer Science
Francine Murphy, Neurology
Cindy Nalchajian, Chelsea HealthCare Center
N. Nanthakumar, Pediatric Service
Nicole Napoli, Professional Billing Office
Melissa Nappi, Nursing
Debritu Negash, Parking & Commuter Services
Paula Nelson, Nursing
Lan Nguyen, Radiology
Pamela Nunes, Social Services
Anne Oaklander, Neurology
Anna O'Brien, Nursing
Raymond O'Connell, Transportation Services
Katherine O'Gara, Nursing
Rita O'Keefe, Women's Health Associates
Karen O'Leary, Obstetrics and Gynecology Service
Kara Olivier, Hematology/Oncology
Janet Olofson, Nursing
Cheryl Olsen, Nursing
Kristian Olson, Medicine
Jennifer O'Neil, Nursing
Karen O'Neil, Revere HealthCare Center
Scott Orr, Psychiatry
Sara Ortiz-Vega, Molecular Biology
Nimet Oruc, Physical Medicine and Rehabilitation
Patricia Ostler, Protocol Office Administration
Ann O'Sullivan, Nursing
Daisy Oviedo, Nursing
Timothy Padera, Radiation Oncology
Harald Paganetti, Radiation Oncology
John Pagounis, Bulfinch Temporary Service
Janet Palermo, Nursing
Walter Panis, Physical Medicine and Rehabilitation
Richard Parad, Pediatric Service
Eva Patalas, Pathology
Laurie Pelosi, Neurosurgery
Donna Peltier-Saxe, Community Health Associates
Estela Perez, Chelsea HealthCare Center
Lisa Perry, Nursing
Monica Pessina, Physical and Occupational Therapy Services
Kym Peterson, Nursing
Marie Petit-Homme, Nursing
Annie Pham, General Store
Marie Philiossaint, Nursing
Homer Pien, Radiology
Dorlene Pierce, Nursing
Irlando Pina, Environmental Services
Julie Piotrowski, MassGeneral Hospital *for* Children
Nelly Pitteloud, Medicine
Taryn Pittman, Institute for Patient Care
Elizabeth Place, Nursing
Dianna Ploss, Chelsea HealthCare Center
Sonia Plummer, Professional Billing Office
Cecilia Polchlopek, Nursing
Heidi Potvin, Nursing
Andrea Poulakis, Nursing
Traci Powers, Nursing
Mark Poznansky, Medicine
Vanessa Preble, Electrophysiology Lab
Lisa Price, Psychiatry
Adeline Prioly, Nursing
Carolyn Prucher, Nursing
Thomas Ptak, Radiology
Jason Qu, Anesthesia
Sally Quick, Anesthesia
Caroline Quinn, Nursing
Antonio Quintero, Environmental Services
Grace Raffa, Nutrition and Food Services
Carlos Ramirez, Center for Comparative Medicine
Mark Randolph, Surgery
Walter Reeves, Buildings & Grounds
Doris Regal, Immunopathology
Rosemarie Regan, Case Management
Deborah Rempis, Mass General West
Marleny Reyes, Operating Room Administration
Gail Ricci, Nursing
Joan Ricker, Pathology
Marjorie Ricketts, Nursing
Sandra Rincon, Radiology
Steven Ringer, Pediatric Service
Miguel Rivera, Environmental Services
Miguelina Rivera, Chelsea HealthCare Center
Robert Rizzo, Surgery
Anna Roach, Nursing
Lilian Roberts, Bulfinch Temporary Service
Charlene Robicheau, MassGeneral Hospital *for* Children
Maria Roche, Gillette Center
Richard Roderick, Buildings & Grounds
Frances Rodriguez, Nursing
Madeline Rodriguez, Nursing
Anna Roglieri, Psychiatry
Jean-Frederic Romain, Respiratory Care Services
Jamie Ronin, Nursing
Manuela Rosa, Nursing
Nancy Ross, Nursing
Jennifer Roy, Pathology
Harry Rubash, Orthopædics

**Herbert Haessler, MD, 50 Years**

Herbert A. Haessler, MD, was born March 20, 1926 in Milwaukee, Wisconsin. At 18 years old, he joined the U.S. Marine Corps, serving in the South Pacific from 1944 to 1946. He then attended the University of Wisconsin in Madison, earning a bachelor's of science degree in 1950. He then attended Marquette University School of Medicine (now Medical College of Wisconsin) in Milwaukee and earned his medical degree in 1957. He also was admitted to the medical honor society Alpha Omega Alpha. He completed his training as an Internal Medicine intern at Tufts New England Medical Center from 1957 to 1958.

Haessler's tenure at the MGH began in 1958 when he became a pediatric resident. In 1960, he began working as a two-year research fellow in the Gastrointestinal Lab under Kurt Isselbacher, MD, at both the MGH and Harvard Medical School. In 1963, he became an MGH pediatrician, a post that he held for 38 years, and in 2001, he was appointed honorary pediatrician. Haessler authored more than 25 original reports and abstracts in medical and scientific journal as well as three books.

Currently, he is an international medical care physician and has traveled on more than 25 medical mission trips to 11 different countries. Most recently, he traveled to northern Thailand in September 2008.

When asked to reflect on his tenure at the MGH, he fondly recalls singing Christmas carols in the White Lobby and is very proud and fortunate to have served with exceptional colleagues. He says, "Working at the MGH defined what medicine should be."

Diane Rubin, Partners AIDS Research Center
Jamie Rubin, Obstetrics and Gynecology Service
Marcella Ruddy, Medicine
Judith Runnels, Wellman Center for Photomedicine
Trina Russell, Radiology
Diane Sacchetti, Molecular Biology
Jacqueline Saint Paul, Nursing
Yves Salomon, Radiology
Maria Santos, Environmental Services
Yuka Sasaki, Radiology
Gail Scalese, Nursing
Lisa Scarfo, Pediatric Service
Judith Schaechter, Radiology
Tracey Schorr-Garrett, Nursing
Jennifer Scully, Nursing
Kerry Sedlock, Professional Billing Office
Kimberly Seibert, Nursing
Amee Seitz, Physical and Occupational Therapy Services
Ramona Serrano, Chelsea HealthCare Center
Maribel Sgroi, Nursing
Arun Shanbhag, Orthopædics
Estee Sharon, Psychiatry
Christopher Shaw, Infectious Disease Unit
Bridget Sheehan, Nursing
Emily Sheff, MGH Institute of Health Professions
Albert Sheffer, Medicine
Vivian Showell, Radiology
Peter SiaoTickChong, Neurology
Odis Simmons, Nutrition and Food Services
Robert Singer, Medicine
Jagmeet Singh, Medicine
Janet Sisterson, Radiation Oncology

Pamela Sklar, Psychiatry
Matt Slatalla, Anesthesia
Michael Small, Professional Billing Office
Eric Smith, Neurology
Flavia Smith, Interpreter Services
Karen Smith, Emergency Services
Mary Ellin Smith, Clinical & Professional Development
Suzanne Sokal, Center for Quality and Safety
Alison Spray, Palliative Care Service
Vallerie St. Preux, Nursing
Mary Staffa, Radiology
David Stamp, Transportation Services
Peter Stefanovich, Anesthesia
Joanne Stephens, Professional Billing Office
James Streisand, Anesthesia
Michelle Stuler, Nursing
Aaron Styer, Obstetrics and Gynecology Service
Elliot Suarez, Pediatric Service
Stacey Surenian, Nursing
Donna Sweeney, Nursing
Kristin Sybertz, Case Management
Heather Symecko, Biostatistics
Amy Szeto, Operating Room Administration
Raghda Tabbara, Radiology
Nicole Tavares, Nursing
Kristen Tayag, Nursing
Eugene Taylor, Psychiatry
Guillermo Tearney, Pathology
Fausto Teixeira, Environmental Services
Lucas Teixeira, Center for Comparative Medicine
Norman Tenbroek, Molecular Biology
Linda Tenofsky, Senior Health
Stacey Tetrault, Nursing
Ann-Marie Thomas, Physical Medicine and Rehabilitation
Sandra Thomas, Nursing
Paressa Tiglianidis, International Patient Center
Joanne Tlasek, Nursing
Teresa Tocantins, Nursing
R. Scott Tolle, Anesthesia
Arthur Tong, Dermatology
Carmen Tordiglione, Development and Major Gifts
Jennifer Trapani, Nursing
Stephanie Tromblee, Nursing

### George Jacoby, MD, 50 Years

George Jacoby, MD, was born September 20, 1932 in Bronxville, New York. He attended Yale University and graduated *summa cum laude* in 1954. While at Yale, he was an All-American Epee Fencer. In 1958, he graduated *cum laude* from Harvard Medical School (HMS), where his academic honors included membership in both Phi Beta Kappa and Sigma Xi in and induction into the medical honor society Alpha Omega Alpha in 1958. Having spent time as a medical student at the MGH, Jacoby decided to stay in the Boston area as an intern and later resident in Medicine.

In 1960, his research interests brought him to the National Institute of Arthritis and Metabolic Diseases, where he remained until 1962. That year, Jacoby became a postdoctoral fellow in Bacterial Physiology at the National Institute for Medical Research in Mill Hill, England. During the next 40 years, Jacoby's career was built around the MGH – where he served in several positions including both assistant and physician in Medicine and consultant – and HMS, where he was a laboratory instructor and associate professor of Medicine.

Jacoby retired in 2002 but continues laboratory work collaborating with David Hooper, MD. Outside of his work, Jacoby enjoys sailing in Marblehead, photography and traveling. He also enjoys researching his genealogy and has found 3,000 of his relatives.

Kirk Tucker, Nutrition and Food Services
Heather Turgeon, Bulfinch Temporary Service
Latanya Turner, Endocrine Unit
Jeanne Twigg-Taylor, Nursing
Maria Valencia, Health Information Services
Eileen Valis Kerr, Physical and Occupational Therapy Services
Stephanie Vassallo, Revere HealthCare Center
Jeanne Vaughn, Hematology / Oncology
Evelyn Vega, Nutrition and Food Services
Marcos Vidal Melo, Anesthesia
Dana Villeneuve, Nursing
Lawrence Wald, Radiology
Rochelle Walensky, Medicine
Jennifer Walker, Surgery
Maureen Walker Lavoie, Gastrointestinal Unit
Maryanne Walls, Surgery
Pamela Walrond, Bulfinch Temporary Service
Catherine Walsh, Nursing
Xiaoying Wang, Radiology
Karen Ward, Nursing
Jon Warner, Orthopædics
Diane Wathen, Radiology
Lorin Weiner, Dermatology
W. Caroline West, Neurology
Marlene Wheeler, Nursing
John Whelan, Pediatric Service
Janice White, Radiology
John White, Police & Security
Harold Wilkinson, Neurosurgery
Renee Willard, Nursing
John Willins, Radiation Oncology
Michael Willis, Nutrition and Food Services
Caryn Wilson, Obstetrics and Gynecology Service
Elisabeth Wilson, Environmental Safety
James Winam Jr., Transportation Services
William Winn, Materials Management
Iris Wong, Nursing
Mei Wong, MassGeneral Hospital *for* Children
Nancy Worthington, Radiation Oncology
Mary Wright, North End Community Health Center
Zhi Wu, MassGeneral Hospital *for* Children
Cuartor Wynne, Nursing
Jian-Ping Xiong, Medicine
Anna Yoo, Psychiatry
Qian Yuan, Pediatric Service
Nikhat Zaidi, Neurology
Michael Zalis, Radiology
Christina Zannieri, Obstetrics and Gynecology Service
Artur Zembowicz, Pathology
Lily Zeng, Orthopædics
Xun Zhang, Medicine
Zhenning Zhang, Hematology
Sharon Zisk, Nursing

### For Five Years

Graciela Abolins, Nursing
Thomas Achilles, Biomedical Engineering
Urvi Agarwalla, Nursing
Swati Aggarwal, Neurology
Jyrki Ahveninen, Radiology
Emmanuel Alcius, Environmental Services
Michelle Allwood, Nursing
Osvaldina Almeida, Nutrition and Food Services
Abdel Karim Al-Rekabi, Chemistry
Galit Alter, Medicine
Blain Alva, Nutrition and Food Services
Katia Alvarado, MGH Beacon Hill
Hernan Alvarez, Environmental Services
Hermogenes Alves, Center for Comparative Medicine
Sharon Amato, Cardiology Division
Parag Amin, Pediatric Service
Vida Anane, Nursing
Linda Anastasi, Nursing
Colleen Anderson, Cancer Center
Kadeen Anderson, Professional Billing Office
Kimberly Andrews, Radiation Oncology
Sherma Andrews, Nursing
Victoria Andrews, Anesthesia
Elvira Angeles, Nursing
Augusto Angulo, Bulfinch Temporary Service
Antoine Annacacis, Nutrition and Food Services
Jose-Manuel Antao, Molecular Biology
Nikolas Anthony, Radiation Oncology
Shaji Anupama, Anesthesia
Nelson Arango, Surgery
Luis Argueta, Operating Room Administration
Elvida Arias, Clinical Dermatology
Wael Asaad, Neurosurgery
Virginia Atwater, Nursing
Arthur Audet, Buildings & Grounds
Hazel Audet, Nursing
William Austen, Surgery
Maureen Aversa, Nursing
Amy Avery, Center for Computational and Integrative Biology
Maria Avola, Nursing
Hakan Ay, Radiology
Tabitha Aybar, Nursing
Mary Aylward, Bulfinch Temporary Service

Yanik Bababekov, Radiation Oncology
Elke Backman, Pharmacy
Barbara Badio, Nursing
Kamran Badizadegan, Pathology
Aranya Bagchi, Anesthesia
Margaret Baird, Obstetrics and Gynecology Service
Heather Baker, Gillette Center
Jane Baldwin, MGH Institute of Health Professions
Laurie Ball, Psychiatry
Nelson Banol, Materials Management
Jessica Barabani, Mass General West
Kristin Baroletti, Nursing
Yvrose Baron, Nursing
Nyambura Barrow, Bulfinch Temporary Service
Schaneque Barrows, Nursing
Shelley Bascome, Pharmacy
Ingrid Bassett, Medicine
Myriam Bastien, Nursing
Lisa Baute, Obstetrics and Gynecology Service
Marie Bazelais, Nursing
Marie Francoise Bazile, Nutrition and Food Services
Marielyn Bazile, Nursing
Athanas Beauciquo, Materials Management
Martine Beauharnais, Nursing
Erin Beaumont, Bulfinch Temporary Service
Valrie Beckford, Bulfinch Temporary Service
Kimberli Bell, Wellman Center for Photomedicine
Victoria Benalfew, Emergency Services
Latifa Benelfarsi, Nursing
Gilles Benichou, Surgery
Ishmael Benskin, Environmental Services
Karen Benson, Obstetrics and Gynecology Service
Marcy Bergeron-Migliaccio, Bulfinch Medical Group
William Berry, Anesthesia
Linda Berube, Radiology
Rhodes Berube, Medicine
Luis Betancourt, Cardiology Division
Cristina Bethune, Cardiology Division
Monica Bharel, Medicine
Timothy Bhattacharyya, Orthopædics
John Biggers, Surgery
Nicole Binette, Nursing
Robert Birnbaum, Psychiatry
Danielle Blais, Nursing
Deborah Blake-Dempsey, MGPO Finance
Eleanor Blakeney, Nursing
Bonnie Blanchfield, Radiology
Lawrence Blaszkowsky, Medicine
Susan Bliss, Neurology
Marjorie Blundon, Health Information Services
Louise Borda, Orthopædics
James Borger, Surgery
Deborah Bossey, Nursing
Samra Boughelam, Treadwell Library
Mary Bourgeois, MGH Institute of Health Professions
Heather Boynton, Nursing
Victor Bran, Environmental Services
Brian Brannigan, Cancer Center
Abraham Brass, Medicine
Carrie Bray, Radiology
Janet Brideau, MassGeneral Hospital *for* Children
Norma Briggs, Chemistry
Cristian Britos, Pathology
Alison Brookes, Medicine
Colleen Brown, Nursing
Sandra Brown, Nursing
Stephen Brown, Buildings & Grounds
Annette Browne, Nursing
Cheryl Brunelle, Physical and Occupational Therapy Services
Janet Bruno, Chemistry
Maria Elena Buencamino, Nursing
Deborah Bullard, Emergency Services
Jennifer Burbridge, Psychiatry
Kassmin Burey-Alford, Bulfinch Temporary Service
Elizabeth Burns, Bulfinch Temporary Service
Kathy Busa, Radiation Oncology
Paul Busse, Radiation Oncology
Emmanuel Buys, Anesthesia
Patricia Byrne, Bulfinch Temporary Service
Sandra Cabral, Professional Billing Office
Tiesha Cabral, Nursing
Luz Cadavid, Chemistry
Julie Cahill-Hollingsworth, Nursing
Carrole Caillet, Infectious Disease Unit
Natalia Calcano, Gillette Center
Douglas Caldwell, Nursing
Melissa Calverley, Hematology/Oncology
Katherine Camerano, Nursing
Alissa Cameron, Nursing
Lisa Cameron, Nursing
Olga Campos, Nursing
Susana Camposano, Neurology
Marie Canal, Environmental Services
MaryAnn Cantella, Nursing
Maryanne Caporale, Chelsea HealthCare Center
Alfonso Caramazza, Radiology
Maria Cardoso, Nursing
Kathleen Carey, Psychiatry
Donald Carlson, Buildings & Grounds
James Carroll, Pharmacy
Eleonore Carter, Marketing
Jeanne Cartier, MGH Institute of Health Professions
Paul Caruso, Radiology

**In memoriam: Joseph Lynskey, 50 Years**

Before beginning his career at the MGH in 1958, Joseph Lynskey served in the U.S. Army both stateside and abroad, being stationed in Texas and Korea. Joining the MGH file room as a loose note sorter – a position he held throughout his time at the hospital – Lynskey's duties included routing all incoming paper documentation to the correct unit within his department. A man with varied interests, he enjoyed reading, international travel, 1940s music and his beloved dog Lola. Known for his giving and compassionate spirit, Lynskey sponsored a needy child until she was 18 years old and on Fridays often brought treats to share with his co-workers in the file room. Sadly, he died July 25 of cancer, but before his death he had mentioned how proud he was to receive his 50-year Ether Day pin this year.

Kimberly Carvalho, Radiology
Monica Casali, Surgery
Aimee Cashman, Nursing
Gregoire Casseus, Center for Comparative Medicine
Kathleen Castiello, Pathology
Gloria Castro, Nursing
Paul Cella, Nursing
Tolga Ceranoglu, Psychiatry
Lynda Cerrato, Nursing
Jaime Chang, Medicine
Richelle Charles, Medicine
Jonathan Charnin, Anesthesia
William Charrette, Buildings & Grounds
Patricia Chastain, Physical and Occupational Therapy Services
Vasant Chellappa, Medicine
Dexing Chen, Materials Management
Marie-Rose Cherenfant, Emergency Services
Rodeline Chery, Bulfinch Temporary Service
Kari Chesak, Police & Security
Rina Cheung, Nursing
Jianping Chevalier, Electrophysiology Lab
Dara Chhean, Psychiatry
Cristina Chiang, Nursing
Victor Chiappa, Medicine
Zohra Chiheb, Parking & Commuter Services
Margery Chisholm, MGH Institute of Health Professions
Josalyn Cho, Medicine
Michael Cho, Medicine
Tracey Cho, Neurology
Raman Chopra, Neurology
Joseph Chou, Pediatric Service
Richard Chou, Medicine
Kennary Choung, Nursing
Jeanne Chow, Obstetrics and Gynecology Service
Voula Christopoulos, Clinical Research Program
Linda Chun, Pediatric Service
Kyungmee Chung, Diabetes Research Center
Yung Chyung, Medicine
Erin Clabaugh, Development and Major Gifts
Megan Clark, Nursing
Rose Clark, Cancer Center
Neitia Clarke, Nutrition and Food Services
Leah Claude, Nursing
James Cleary, Medicine
Renee Cloutier, Nursing
Catherine Coakley, MGH Institute of Health Professions
Janet Coarr, Emergency Services
Daniel Cohen, Medicine
David Cohen, Patient Care Services
Gertrude Colburn, Radiation Oncology
Elizabeth Cole, Physical and Occupational Therapy Services
James Cole, Cardiology Division
Lyric Coleman, Nutrition and Food Services
Eddy Colin, Nursing
Vilma Coll, Materials Management
Maria Collins, Environmental Services
Jessica Condon, Nursing
Jennifer Coneeny, Emergency Services
Jeannette Connally, Nursing
Katie Conners, Radiology

**Carol Milbury, 50 Years**

Carol Milbury graduated from the Carnegie Institute of Medical Technology and joined the MGH in May 1958, becoming a member of the Blood Transfusion Service. During her career at the hospital, she has served in several roles including senior technologist from 1960 to 1973 and supervisor of the Reference Lab and Viral Testing in 1973. In 1991, she returned to being a senior technologist in the main laboratory. In March 2005, she moved to her current position managing payroll and various projects for the compliance officer and supervisors of the Blood Transfusion Service.

During her tenure at the MGH, Millbury has worked under three medical directors and has received the Partners in Excellence Awards and one during Lab Week of 1999. Additionally, she has served on the 50th and 60th anniversary committees for the Blood Transfusion Service. When asked about her time at the MGH, Carol highlights the valuable knowledge that she has learned about Transfusion Medicine that cannot always be gained by reading alone.

Megan Conners, Nursing
Michael Conners, Radiology
Michelle Conroy, Pediatric Service
Kathleen Corey, Medicine
Nixon Cornay, Social Services
Ligia Correa, Chelsea HealthCare Center
Lynelle Cortellini, Neurology
Sandra Corvera, Nutrition and Food Services
Meaghan Costello, Physical and Occupational Therapy Services
June Cottrell, MGH Beacon Hill
Nancy Coughlin, Nursing
Patricia Coughlin, Radiology
Sean Coughlin, Pharmacy
David Covin, Radiology
Jennifer Covino, Psychiatry
Donald Cowden, Radiology
Lakshmi Cox, Pediatric Service
Jayne Coyle, Nursing
Nancy Coyle, Orthotics
Kerry Crisalli, Nursing
Laura Crotty, Medicine
Li-Bin Cui, Neurology
Donna Culley, Pharmacy
Janene Cupid, Nursing
Maura Curren, MassGeneral Hospital *for* Children
Tanoi Curry, Bulfinch Temporary Service
John Curti, Nursing
Julie Curtice, Nursing
Ricardo Cury, Radiology
Christopher Cutie, Urology
Paula Cyr, Professional Billing Office
Robert Czyzewski, CBRC
Mohamed Dada, Operating Room Administration
Katie Dakin, Nursing
Nadia Dallahi, Nursing
Carolyn Damato, Nursing
Arrel Daniel, Bulfinch Temporary Service
Joseph Dankese, The Clubs at Charles River Park
Cristian Danna, Molecular Biology
Jennifer Davenport, Radiology
Barbara Davidson, Psychiatry
Diane Davies, Thoracic Surgery
Lisa Davies, Nursing
Susan de Gruchy, North End Community Health Center
Thomas Dean, Endocrine Unit
Linda deAndrade, Emergency Services
Christopher DeAngelis, Pediatric Service
Ernst Decilia, Nutrition and Food Services
Anthony DeFilippo, Charlestown HealthCare Center
Cathryn Defuria, Nursing
Stephanie Degnan, Nursing
Marcela delCarmen, Obstetrics and Gynecology Service
Jenna Delgado, Nursing
Sabyne Denaud, Nutrition and Food Services
Neslide Denis, Environmental Services
Andrea DeSouza, Transplant Surgery
Kristen Desrosiers, Nursing
Myrtho Desrosiers, Revere HealthCare Center
Marie Dessert, Orthopædics
Doris Dewing, Pathology
Milagro D'Hooge, Radiation Oncology
James DiCarlo, Radiology
Debbie Dicicco, Nursing
Michael DiLuigi, Emergency Services
Brett DiMarzo, MGH Institute of Health Professions
Susan DiMattia, Nursing
Zhiping Ding, Medicine
Donna Dodge, Nursing
Judith Doerrer, Nursing
Maria Doherty, Community Health Associates
Karen Donelan, Medicine
Abigail Donovan, Psychiatry
Julie Dorgan, Pharmacy
Rose Dorgilus, Surgery
Catherine Doris, Radiology
Michelle Dorn, Immunopathology
Herve Dorsinville, Interpreter Services
Catherine Downing, Nursing
Christopher Doyle, Police & Security
Claire Doyle, Registration and Referral Center
Julie Doyle, Hematology/Oncology
Susan Doyle, Nutrition and Food Services
Lorraine Drapek, Nursing
Douglas Dresnek, Environmental Safety
Margaret Driscoll, Nursing
Patricia Drummey, Back Bay HealthCare Center
Lisa Dubois, Emergency Services
Lisa DuBreuil, Psychiatry
Roger Duguay, Nursing
Kristin Duisberg, Bulfinch Temporary Service
Adrian Dumitru, Surgery
Patricia Duncan, Anesthesia
Christine Dunlap, Cardiology Division
Laura DuPont, Nursing
Michelle Durand, Nutrition and Food Services
Patrica Durgin, Case Management
Cathleen Durham, Nursing
Margaret Durkee, Bulfinch Temporary Service
Debora Dyer, MGPO Finance
Karen Dyer, Radiology
Catherine Dynan, Radiology
Susan Edgman-Levitan, Medicine
Louis Edmond, Nursing
Thomas Eisenhaure, Rheumatology
Omar Elabd, Physical Medicine and Rehabilitation
James Eldridge, Transportation Services
Sandra Elien, Social Services
Jacqueline Emond, Nursing
Badia Eskandar, Physical and Occupational Therapy Services
Marie Esler-Abbott, Nursing
Nelson Esquilin, Buildings & Grounds
Katherine Evlog, Nursing
Wilfred Ezedi, Parking & Commuter Services
Olubukola Fakeye, Nursing
Elizabeth Falcone, MGH Institute of Health Professions
Maria Fama, Nursing
Cheryl Farley, Nursing
Florence Farrell, Psychiatry
Karla Farrer, Nursing
Victoria Feenstra, Nursing
Sheila Felix, Nursing
Xin Feng, Neurology
Isabel Fernandes, Nephrology
Luis Fernandez, Surgery
Carrie Ferranti, Nursing
Barbara Ferreira, Nursing
Sheryl Ferreira, Nursing
Prunella Fiddian-Green, Neurosurgery
Isania Figueroa, Urology
Christopher Fischer, Neurology
Sylvia Fischer, Molecular Biology
Christina Fisher, Nursing
Christine Fisher, Radiology
Robert Fisher, Buildings & Grounds
Bonnie Fishman, Chelsea HealthCare Center
Christine Fitts, Psychiatry
Mary Flaherty, Cardiology Division
Patricia Flanagan, Bulfinch Temporary Service
Jasson Flores, Materials Management
Sarah Floyd, Bulfinch Medical Group
Silvana Flynn, Nursing
Annemarie Fogerty, Medicine
Jennifer Fong, Nursing
Diane Ford, Internal Medicine
Anthony Forgione, Trauma Service Administration
Christopher Forshay, Materials Management
Jennifer Fowler, Surgery
Lisa Francis, Admitting Services
Milton Francis, Materials Management
Amalia Francisco, Microbiology
Maureen Franklin, Infection Control
Lyn Freeman, Nursing
Susan French, Professional Billing Office
Perla Fuenmayor-Acres, Admitting Services
Catherine Fullerton, Psychiatry

Joseph Gagnon, Buildings & Grounds
Rowel Galingan, Materials Management
Aline Gamlin, Professional Billing Office
Litzania Garcia, Chelsea HealthCare Center
Renato Garcia, Materials Management
Christine Garrette, Nursing
Ma Nerfe Gatdula, Hematology
Anne Gavigan, Cardiology Division
Troy Gayle, Radiation Oncology
Lauren Geist, Cancer Center
Patrick Gelin, Nutrition and Food Services
Garry Genualdo, Registration and Referral Center
Nancy George, Nursing
Job Georgeon, Pathology
Alexander Geyer, Medicine
Kulwant Gill, Pharmacy
Colleen Gillen, Physical and Occupational Therapy Services
Jennifer Gillespie, Nursing
Eileen Gilligan, Case Management
Matthew Gillman, Pediatric Service
Edward Gilmore, Neurology
Gregory Ginsburg, Anesthesia
Xiomara Giron, Radiology
Drissia Glioula, Environmental Services
Victoria Glover, Registration and Referral Center
Allyson Goldberg, Nursing
Mark Goldstein, Pediatric Service
Ronald Golini, Chaplaincy
Lynne Goltra, Obstetrics and Gynecology Service
Felicia Gomes, Nursing
Essie Gomez, Registration and Referral Center
Rachel Gorman, Professional Billing Office
Catherine Graham, Nursing
Jessica Grajeda, Admitting Services
Amanda Graveline, Bulfinch Temporary Service
Kyle Gray, Cardiology Division
Rachel Green, Nursing
Maureen Greenberg, Patient Care Services
Brett Greene, Bulfinch Temporary Service
Meridith Greene, Orthopædics
Merrill Griff, Radiology
Janine Gropp, Professional Billing Office
Shawn Gross, Marketing
Whitfield Growdon, Obstetrics and Gynecology Service
Frank Guenther, Radiology
Meredith Gunnels, Nursing
Vineet Gupta, Medicine
Koleen Gurry, Radiology
Jordan Gustave, MGH Downtown
David Guthrie-Mulloy, Nursing
Michele Guyer, Professional Billing Office
Nir Hacohen, Medicine
Stephen Haddad, Center for Human Genetic Research
Catherine Hagen, Pulmonary
Alemash Hailu, Nursing
David Hall, Nutrition and Food Services
Linda Hall, Nursing
Daniel Hamilos, Medicine
Brian Hamilton, Nursing
Janet Hamilton, Hematology/Oncology
Linda Hamlin, Bulfinch Temporary Service
Veronica Hankerson, Neurology
Lisa Hanley, Registration and Referral Center
Danielle Hannigan, Nursing
Kashawna Harling, Nursing
Terence Harrell, Pharmacy
Mitchel Harris, Orthopædics
Adrienne Harrison, Cancer Center
Robert Haslinger, Radiology
Sabah Hatouane, Environmental Services
Ann Haywood-Baxter, Chaplaincy
Ping He, Molecular Biology
Erica Healey, General Medicine Division
Marilyn Healey, Nursing
Joanne Healy, Cardiology Division
Joseph Healy, Transportation Services
Jeffrey Heier, Surgery
Paul Heinzelmann, Medicine
Deborah Henderson, Cancer Center
Judianne Henderson, Hematology/Oncology
Werner Henneberg, Respiratory Care Services
Lara Henshaw, Radiology
Susan Hernandez, Obstetrics and Gynecology Service
Susan Heroux, Professional Billing Office
Jeremy Herrington, Radiology
Cheryl Hewitt, MGH Institute of Health Professions
Aram Hezel, Medicine
April Hildebrand, Speech/Language Pathology
Joshua Hirsch, Radiology
Tasha Hogeboom, Registration and Referral Center
Michael Hogman, General Store
Corinne Holbrook, Social Services
Carrie Holland, Nursing
Debra Hollon, Nutrition and Food Services
Cheryl Holman, Nursing
Lynette Holmes, MGH Institute of Health Professions
Fredrick Holt, Bulfinch Temporary Service
Adrian Hoquee, Bulfinch Temporary Service
Kerry Horgan, Protocol Office Administration
Steven Horowitz, Neurology
Emily Horrigan, Nursing
Adilson Horta, Community Health Programs
Raafat Houranieh, Blood Transfusion
Kelli Hourihan, Nursing
Maria Houtchens, Neurology
Anastasia Howard, Nursing
Ingrid Howard, Surgery
Mirko Hrovat, Medicine
Jessie Hubbard, Nursing
Debra Huesgen, Nursing
Virginia Hughes, Reproductive Endocrinology
Mindy Hull, Pathology
Richard Hurley, Center for Comparative Medicine
Katie Hutton, Nursing
Katharina Ikels, Nursing
Nawal Ilyas, Nursing
Elizabeth Immen, Managed Care
Heather Ings, Nursing
Javier Irazoqui, Molecular Biology
Tamara Isakova, Medicine
Mami Iwamoto, Surgery
Yoshiko Iwamoto, Radiology

**Anthony Patton, MD, 50 Years**

In 1956, prior to joining the MGH, Anthony Patton, MD, worked in the lab of Henry Beecher, MD, at Harvard Medical School (HMS). His career at the MGH began in 1958 when he began his surgical internship and later completed his surgical residency. He also was able to spend a year in England as a registrar at a busy thoracic surgical unit through an MGH program. Later, he went to work as a thoracic and vascular surgeon on the North Shore, mainly at Salem Hospital (now North Shore Medical Center). Patton credits his success in practice to his excellent training and continued association with the MGH.

Since the late 1960s, he has worked with the cardiac surgeons and cardiologists in establishing a strong relationship between the MGH and NSMC which has resulted in the creation of an exemplary cardiac program and surgical unit at the NSMC campus. Much of his work on regional planning, specialization of wards in large community hospitals, and the formation of hospice of the North Shore was enabled by the support he found at the MGH.

More recently, Patton has taught first-, second- and third-year students at the MGH and HMS and has written numerous historical and medical articles. Additionally, he is on the editorial board of the HMS Alumni Bulletin and is president of the Boston Surgical Society.

Patton has been married for 52 years and is the father of three children, two of whom are professors of Comparative Religion and one who is a clinical hospital administrator at the MGH. He is grateful for the opportunities the MGH has given him, the talented and generous people he knew and learned from and the rewarding career he has enjoyed.

Matthew Jacobsen, Oral & Maxillofacial Surgery
Amalia Jaimes, Environmental Services
Charmalie Jayasekera, Pediatric Service
Elcie Jean-Baptiste, Nutrition and Food Services
Ahmed Jilaoui, Transportation Services
Marcus Jodhan, Cardiac Surgery
Bertel Johnson, Nutrition and Food Services
Diane Johnson, Radiology
Kahren Johnson, Surgery
Kerlew Jones, Nursing
Anicia Joseph, Nursing
Gagan Joshi, Psychiatry
Christine Joyce, Cardiology Division
Yvana Julien, Nursing
Jonathan Kaiser, Neurology
Rachel Kaiser-Reznik, Electrophysiology Lab
Sanjeeva Kalva, Radiology
Heung Kam, Materials Management
Jibrin Kama, Neurology
Jeanwan Kang, Surgery
Dorota Kapcia, Health Information Services
Mariko Kashiwagi, Dermatology
Satoshi Kashiwagi, Medicine
Isa Katimy, Police & Security
Tomohiko Kawate, Center for Computational and Integrative Biology
Jean Kazadi, Materials Management
Kenn Kazibwe, Radiology
Maureen Kearney, Thyroid
Marybeth Keena, Nursing
Laura Kehoe, Medicine
Candace Keirns, Bulfinch Temporary Service
Arenthia Kelley, Clinical & Professional Development
Heather Kelley, Protocol Office Administration
Patricia Kelley, Nursing
Cheryl Kelley, Executive Health Services
Linda Kelly, Radiology
Maureen Kelly, Radiology
Sandra Kelly, Nursing
Kristen Kenniston, Internal Medicine
Elizabeth Kensinger, Radiology
Taoufik Khayati, Information Systems
Christopher Kierstead, Transportation Services
Janet Kilbride, Blood Transfusion
Byoung Kim, Radiology

**Jordan Ruboy, MD, 50 Years**

Jordan Ruboy, MD, earned his medical degree from Boston University Medical School in 1955 and spent one year at Boston City Hospital. He then served as captain for two years in the Medical Corps at Fort Lee in Petersburg, Va., and during this time he was in charge of the outpatient clinic there. In 1958, he returned to Massachusetts and began working in the Children's Medical Service Department at the MGH. In 1960, he entered into private practice in Concord, Mass. and also served as head of Pediatrics at Emerson Hospital, where he also was a founding member of the Pediatric Intervention team.

Ruboy has served as president of the Boston Center for Adult Education, where he currently is a member of the board. He also is a board member for the Foundation for Healthy Family Development, a member of the Visiting Committee for Musical Instruments at the Museum of Fine Arts and recently resigned from the board of the Boston Lyric Opera.

Ruboy says that it has been a "positively wonderful privilege to be at the MGH during my training years and experience everything the hospital has to offer, especially once out in practice and I could use it as a tertiary hospital."

Min Kim, Neurology
Nancy Kim, Medicine
Young Kim, Pediatric Service
Yusung Kim, Pharmacy
Lisa Kimball, Microbiology
Bethany King, Chemistry
Susan Kingsbury, Professional Billing Office
Maria Kingston, Radiation Oncology
Jessica Kirby, Nursing
Rachel Klein, Center for Regenerative Medicine & Technology
Jane Kleinjan, Nursing
Marina Klepcha, Center for Comparative Medicine
Kazimierz Klincewicz, Operating Room Administration
Harald Kneipp, Wellman Center for Photomedicine
Katrin Kneipp, Wellman Center for Photomedicine
Melissa Knight, Surgery
Rhonda Knight, Nursing
Tina Knowles, Radiology
Rita Knox, Registration and Referral Center
Patricia Kriensky, Case Management
Chester Krupkowski, Nursing
Detlev Kubierschky, Cytopathology
Raju Kucherlapati, Medicine
Patricia Kummer, Nursing
Jeff Kuo, Chemistry
Josef Kurtz, Surgery
Kumudu Kuruppu, Radiology
Jean Kwo, Anesthesia
Linda Lacke, Nursing
Melanie Laflamme, Blood Transfusion
John LaFratta, Mass General Medical Group
Tanya Laidlaw, Pediatric Service
Elizabeth Lamont, Medicine
Barbara Lampkin, Cancer Center
Robert Lancaster, Surgery
John Landers, Neurology
David LaRosa, Cardiology Division
Kara Larson, MGH Institute of Health Professions
Mykol Larvie, Radiology
Cherri Latorella, Allergy Associates
Maria de Fatima Lavadinho, Nursing
Denise Lawson, Nursing
Donald Lazure, Thoracic Surgery
Kathleen Leahy, Center for Regenerative Medicine & Technology
Cynthia LeBlanc, Professional Billing Office
Ho-Joon Lee, Obstetrics and Gynecology Service
Janie Lee, Radiology
Jenny Lee, Nursing
Kendra Lehman, North End Community Health Center
Sue Leong, Environmental Services
Stanley LeRoy, Neurology
Cammie Lesser, Medicine
Jean Leung, Obstetrics and Gynecology Service
Judy Leung, Environmental Services
Steven Leung, Pharmacy
Marcia Levy, Cancer Center
Maryellen Lewis, Nursing
Airong Li, Neurology
Xian-Gen Li, Medicine
Yiu Li, Cytopathology
Erin Libby, Radiology
Antonio Lim Jr., Psychiatry
Kun-Hsiang Liu, Molecular Biology
Lijuan Liu, Center for Human Genetic Research
Alejandro Lloret, Neurology
Valerie Loehr, Psychiatry
Carol Logan, Nursing
Keula Lopes, Radiology
Alba Lopez, Obstetrics and Gynecology Service
Daniel Lopez, Environmental Services
Raquel Lopez, Health Information Services
Monika Ludkiewicz, Nursing
Sally Lund, Obstetrics and Gynecology Service
Robert Lunkoto, Bulfinch Temporary Service
Leslie Luongo, Professional Billing Office
Claudia Luque-Perisic, Bulfinch Temporary Service
Charles LWanga, Nursing
ThuyTien Ly, Obstetrics and Gynecology Service
Aisling Lydeard, Nursing
Karen Lynch, Laboratory of Computer Science
Patricia Lynch, Senior Health
Molly Lyttle, Nursing
Maggie Ma, Radiology
Lisa Maben, Nursing
Sara Macchiano, Nursing
Moira Macdonald, Obstetrics and Gynecology Service
Shauna MacFarlane, Nursing
Jacqueline Machain, Vascular Surgery
Wendy Macias-Konstantopoulos, Emergency Services
Charles MacKay, Nursing
Kenneth MacKay, Biomedical Engineering
Angela MacLeod, MGH Institute of Health Professions
Amanda Madden, Mass General West
Thomas Madden, Radiation Oncology
Valerie Madden, Bulfinch Medical Group
Elisabet Maedl, Nursing
Cordula MaGee, Radiology
Susan Maher, Anesthesia
Caterina Mainero, Radiology
Cindy Khanh Malhotra, Pharmacy

Nancy Mancini, General Store
Alix Manigat, Nursing
Michael Manning-Harvey, Buildings & Grounds
Debra Manzi, Case Management
Isabell Marcom, Revere HealthCare Center
Danica Mari, Medicine
Laura Maria, Nursing
Yaya Mariko, Materials Management
Marie Marini, Bulfinch Medical Group
Shean Marley, Internal Medicine
Thomas Marshall, Radiology
Kathleen Martell, Physical and Occupational Therapy Services
Makitha Martin, Nursing
Melissa Martin, MGH Downtown
Ever Martinez, Environmental Services
Paula Martinez, Obstetrics and Gynecology Service
Jonathan Mathy, Surgery
Eric Matten, Anesthesia
Katie Matthews, Nursing
Ruth-Ellen Matthews, Radiology
Susan Mauro, Nursing
Marina Maziya, Operating Room Administration
Pat McCabe, Development and Major Gifts
Christine McCarthy, Orthopædics
Jason McCarthy, Radiology
Janet McClintic, Cardiology Division
Lee McCloskey, Nursing
Elizabeth McCormack, Professional Billing Office
William McCormick, Radiology
Tanya McCray, Neurology
Theresa McDonnell, Hematology/Oncology
Cynthia McDonough, Nursing
Joyce McGee, Professional Billing Office
Sheila McGrath, Bulfinch Temporary Service
Ellen McInnis, Case Management
Lynn McIntyre, Nursing
Leslie McLaughlin, Physical and Occupational Therapy Services
Vanessa Mcmahon, Professional Billing Office
Zaki Megeed, Surgery
Nicolas Melo, Surgery
Andrew Meltzer, Surgery
Benito Mendoza, Nursing
Katherine Mendoza, Nursing
Faisal Merchant, Medicine
Noreen Mercier, Nursing
Francoise Mereus-Blaise, Emergency Services
Kimberly Metcalf, MGH Institute of Health Professions
Gabriel Michel, Chaplaincy
Salil Midha, Medicine
Lauren Mikoluk, Cancer Center
Mohammed Milad, Psychiatry
Shawn Miles, Emergency Services
Andrea Milgram, Physical and Occupational Therapy Services
Heather Miller, Pathology
Robert Miller, Emergency Services
Sarah Milley, Nursing
Frederick Millham, Surgery
Nicole Millien, North End Community Health Center
Tracey Milligan, Neurology
Jennifer Mitrano, Pharmacy
Andrew Moeller, Center for Computational and Integrative Biology
Medina Mohammed, Nursing
Meraj Mohiuddin, Anesthesia
Jean Monaghan, Radiology
Michael Monteiro, MGH Institute of Health Professions
Marie Montina, Obstetrics and Gynecology Service
Michael Monuteaux, Psychiatry
Lauren Moo, Neurology
Jo-Anne Moody, Pulmonary
Anais Morales, Cardiology Division
Laurie Moran, Radiology
Chelsea Morello, Nursing
Kathryn Morgis, The Clubs at Charles River Park
Kristin Moriarty, Nursing
Marie Morisset, Nursing
Edith Morose, Nursing
Tara Morrison, Neurology
Jason Motz, Wellman Center for Photomedicine
Souad Mouiha, Nursing
Jon Moussally, Emergency Services
Johnny Moy, Reproductive Endocrinology
Katherine Mulcahy, MGH Institute of Health Professions
Sandra Mulhern, Neurology
Susan Mulloy, Nursing
Alyce Munroe, Pathology
Felicia Murchison, Registration and Referral Center
Jaznhe Murillo, MassGeneral Hospital *for* Children
Kevin Murphy, Nursing
Sarah Murphy, Pediatric Service
Gina Murray, Nursing
Jennifer Murray, Nursing
Jason Murrell, Professional Billing Office
John Muse, Medicine
Paul Mwaniki, Bulfinch Temporary Service
Michele Myers, Hematology/Oncology
Sony Mysore, Bulfinch Temporary Service
Mireya Nadal-Vicens, Psychiatry
Seemantini Nadkarni, Wellman Center for Photomedicine

**Charles Sanders, MD, 50 Years**

Charles Sanders, MD, earned his medical degree from Southwestern Medical College of the University of Texas in 1955. He was chief of the MGH Cardiac Catheterization Laboratory from 1962 to 1972 and served as the general director of the hospital from 1972 to 1981. He also has held several teaching positions at Harvard Medical School, including professor of Medicine, from 1962 to 1981.

Sanders is the former chairman and chief executive officer of Glaxo Inc., as well as a former member of the board of Glaxo. Before joining the company Sanders also spent eight years with Squibb Corp. where he held a number of posts, including vice chairman. He also served as chief executive officer of the science and technology group and chairman of the Science and Technology Committee of the Board at Squibb.

Sanders is past chairman of the New York Academy of Sciences as well as the Commonwealth Fund. Currently he is a member of the Institute of Medicine of the National Academy of Sciences and also serves as chairman of Project HOPE, the Foundation for the National Institutes of Health and the University of North Carolina Health Care System. In addition, he serves on the boards of several publicly traded companies.

He and his wife, Ann, have four grown children and live in Durham, N.C.

Deepak Nagrath, Surgery
Erik Nansel, Respiratory Care Services
Ma Cristina Natad-Gato, Nursing
Ronald Neal, Radiation Oncology
Jennifer Neal-Jones, Radiation Oncology
Jennifer Neary, Cardiology Division
Holly Nee, MGH Institute of Health Professions
Joan Nessman, Nursing
Nicolate Newland, Health Information Services
Khuyen Nguyen, Gastrointestinal Unit
Margaux Nichols, Bulfinch Temporary Service
Kathleen Nicoloro, Nursing
Steven Niemi, Pathology
Katherine Nimkin, Radiology
Victoria Nixon, Performance Analysis and Improvement
Jennifer Noel, Radiology
Amy Norton, MGH Everett Family Care
Brian Norton, Bulfinch Temporary Service
Vita Norton, Nursing
Kristen Novak, Nursing
Joanne Nowak, Medicine
Ala Nozari, Anesthesia
Miles Nugent, Center for Human Genetic Research
Joanne Nutting, Radiology
Mi O, Chemistry
Patricemarie O'Donnell, Radiology
Melanie O'Leary, Center for Human Genetic Research
Julia O'Rourke, Center for Human Genetic Research
Daniel O'Brien, Nursing
Bryan Obrock, Transportation Services
Katelyn O'Connor, Nursing
Kathleen O'Hara, Nursing
Bisola Ojikutu, Medicine
Kevin O'Leary, Police & Security
Emmaline Olenik, Radiology
Vladimir Olevskiy, Bulfinch Temporary Service
Leslie Oliver, Development and Major Gifts
Ellen Oliverio, Radiology

**Robert Schapiro, MD, 50 Years**

Robert Schapiro, MD, received his bachelor's of arts degree from Amherst College and medical degree from Johns Hopkins University. He joined the MGH in 1958 as an intern, spending three years in an internal medicine residency and two-and-a-half years as a fellow in the Gastrointestinal Unit. During that time, he introduced fiber optic endoscopy to the hospital as a more effective alternative to the previous rigid endoscopy program. In 1964, he joined the MGH staff in the private practice of internal medicine and gastroenterology and spent a sabbatical year at the Makerere University Medical School in Kampala, Uganda from 1971 to 1972. In 1981, Schapiro was appointed chief of the Gastrointestinal Endoscopy Unit, retiring from that position in 1998. Schaprio has been an MGH physician since 1979 and associate clinical professor of Medicine at Harvard Medical School since 1978.

Schapiro has served on multiple MGH committees including the Medical Service Committee, the Unit Chiefs Committee, the Ambulatory Care Coordinating Committee and the Clinical Advisory Committee for the Department of Medicine. He also was on the Search Committee for a Chair of Radiology and was a member of the Board of Directors of the Liver, Biliary Pancreas Center. Nationally, he was appointed to the Subspecialty Board on Gastroenterology of the American Board of Internal Medicine and later served as chairman of the committee to create a qualifying examination for recertification. He has received national awards from both the American Gastroenterology Association and the American Society for Gastrointestinal Endoscopy.

Yesenia Olivero, Community Health Programs
Monique Olszewski, Nursing
Katherine O'Meara, Nursing
Meaghan O'Neil, Nursing
Ebru Oral, Orthopædics
Eyleen O'Rourke, Molecular Biology
Margaret Orrick, Cardiac Surgery
Karen Osborne, Surgery
Priscilla Osborne, MGH Institute of Health Professions
Jessica Otero, Professional Billing Office
Laura O'Toole, Nursing
Hugue Ouellette, Radiology
Jane Ouellette, Nursing
Robert Owens, Medicine
Elissa Ozanne, Radiology
Anita Ozcan, Mass General West
Stacey Paiva, Cancer Center
Pamela Pantazopoulos, Radiology
Lisa Parizeau, Nursing
Eloise Parker, Surgery
Sheila Parow, Registration and Referral Center
Manish Patel, Pharmacy
Rachel Patel, Nursing
Thelma Pealer, Nephrology
Carolyn Pelley, Respiratory Care Services
Mary Penny, Pediatric Service
Barbara Pereira, Hematology
Paulo Pereira Chaves, Interpreter Services
Florencia Pereyra, Medicine
JoAnn Perillo, Chelsea HealthCare Center
Juan Perlera, Environmental Services
Shannon Perry, Nursing
Crystal Person, Cardiology Division
Kimberly Petrino, Nursing
Julanne Phillips, Pediatric Service
Eileen Picazio, Nursing
Rudolph Pienaar, Radiology
Marie Pierre, Nursing
Melissa Pierre, Diabetes Research Center
Sarah Pilkenton, Radiology
Jose Pina, Environmental Services
Moiria Pinto, Nursing
Domingas Pires, Environmental Services
Linda Pitler, Cardiology Division
Mikael Pittet, Radiology
Mikhail Pivovarov, Radiology
Stephen Pizzi, North End Community Health Center
Anthony Pizzimenti, MGH Beacon Hill
Eva Plovie-Buys, Medicine
Barbara Pober, Pediatric Service
Carla Polonsky, Interpreter Services
Lisa Porazzo, Nursing
Kathryn Post, Protocol Office Administration
Mona Potter, Psychiatry
Katia Powell, Rheumatology
Timothy Powell, Nursing
Jean Powers, Registration and Referral Center
Kathleen Powis, Pediatric Service
Ellen Prairie, Psychiatry
Jonathan Prescott-Roy, Surgery
Bryan Pridgen, Psychiatry
Michelle Primo, Nursing
Valrie Pryce, Bulfinch Temporary Service
Sindhura Pulluru, Nursing
Margaret Pulsifer, Psychiatry
Sarah Purcell, Nursing
Preeti Putcha, Neurology
Ly Quach, Dental Group
John Quave, Professional Billing Office
Darline Quetant, Materials Management
Laura Quinlan, Development and Major Gifts
Khether Raby, Medicine
Lisa Raeke, Psychiatry
Michael Raher, Anesthesia
Michael Raizman, Surgery
Lakshmi Raj, Dermatology
Javad Rajai, Community Health Programs
Jose Ramirez, Oral & Maxillofacial Surgery
Luz Ramirez, Environmental Services
Carlos Ramos, Materials Management
Martha Ramos, Admitting Services
Arjun Rao, Center for Quality and Safety
Jacqueline Raposo, Nursing
Marybeth Ray, Nursing
Amy Reece, Nursing
Jochen Reiser, Medicine
Veronica Reyes, Environmental Services
Laura Reyor, Gastrointestinal Unit
Eugene Rhee, Medicine
Nerwokay Roberson, Nursing
Deborah Robinson, Emergency Services
Katie Roche, Cancer Center
Jeffrey Rockwood, Chemistry
Kyle Rodenhi, Physical and Occupational Therapy Services
Angel Rodriguez, Pharmacy
Sheila Rodriguez, Registration and Referral Center
Mirna Rokki, Radiology
Juan Roldan, Anesthesia
LaDora Rose, Radiology
Patricia Rosell, Social Services
Alison Rosen, Obstetrics and Gynecology Service
Peter Rosen, Emergency Services
Jennifer Rosenblum, Pediatric Service
Rachel Rosovsky, Medicine
Susan Roth, Radiology
Leah Roumanis, Nursing
Julia Rousseau, MGH Downtown
Jennifer Roy, Nursing
Abraham Rozanes, Interpreter Services
Kathryn Ruddy, Medicine
Diana Ruiz, Chelsea HealthCare Center
Tammi Ruley, Nursing
Anthony Russell, Radiation Oncology
Jane Russo, Bulfinch Medical Group
Karin Russo, Nursing
Leileata Russo, Medicine
Anna Rutherford, Medicine
Sarah Ryan, Bulfinch Medical Group
Frank Rybicki, Radiology
Pamela Ryle, Physical and Occupational Therapy Services
Pedro Saavedra, Environmental Services
Valerie Saber, Nursing
Joyce Sacco, Chemistry
Karen Sadler, Pediatric Service
Ghazaleh Sadri-Vakili, Neurology
Supratim Saha, Anesthesia
Melanie Sahadeo, Admitting Services
Omar Sahagun, Radiology
Asmaa Sahrour, Revere HealthCare Center
Najib Saib, Environmental Services
Elizabeth Sailhamer, Surgery
Jean Saint Paul, Environmental Services
Toshiki Saito, Surgery
Hideo Sakamoto, Obstetrics and Gynecology Service
Misa Sakamoto, Blood Transfusion

Kristen Samatis, Nursing
Mini Samuel, Nursing
Jorge Sanchez de Lozada, MGH Institute of Health Professions
Gloria Santiago, Environmental Services
Michael Savoia, Emergency Services
Robert Sawyer, Protocol Office Administration
Richa Saxena, Molecular Biology
Daniel Schacter, Radiology
Arthur Schleipman, MGH Institute of Health Professions
Kathleen Sciola, Radiology
Julie Scott, Anesthesia
Katrina Scott, Chaplaincy
Michelle Scrima, Neurology
Ravi Seethamraju, Radiology
Lhoucine Seffiani, Chemistry
Vikki Segovia, Chelsea HealthCare Center
Juliette Selb, Radiology
Maria Semedo, Nursing
Cassandra Semexant, Nursing
Altino Serpa, Environmental Services
Jessica Seth, Bulfinch Temporary Service
Edward Seung, Medicine
Antoneta Sfeci, Health Information Services
Heidi Shaff, Pediatric Service
Firoz Shaikh, Chemistry
Evelyn Shakes, Nursing
Christina Shambaugh, Radiology
Libo Shan, Molecular Biology
Emily Shanahan, Nursing
Basel Sharaf, Oral & Maxillofacial Surgery
Neetu Sharma, Hematology/Oncology
Vanessa Sharpe Wilson, Bulfinch Temporary Service
Bridget Shaughnessy, Nursing
Nancy Shearer, Protocol Office Administration
Kathleen Sheridan, Infectious Disease Unit
Akira Shimizu, Surgery
Marykate Shorter, Revere HealthCare Center
Elizabeth Shrewsbury, Radiology
Uwe Siebert, Radiology
Jennifer Silverstone, Nursing
Matthew Silvia-Perkins, Social Services
Josef Simon, Orthopædics
Shandra Simonis, Professional Billing Office
Armando Simpson, Bulfinch Temporary Service
Ajay Singh, Radiology
Tatiana Sitnikova, Psychiatry
Janet Skolnick, Physical and Occupational Therapy Services
Bonnie Slayter, Nursing
Shawn Sluss, Pharmacy
Brian Smith, Environmental Safety
Caitlin Smith, MassGeneral Hospital *for* Children
Carolyn Smith, Radiation Oncology
Kerri Smith, Medicine
Mary Smith, Bulfinch Temporary Service
Suzanne Smith, Nursing
Agata Smogorzewska, Pathology
Ann Snow, Radiation Oncology
Dana Snyder, The Clubs at Charles River Park
Hillary Sobers, Radiology
Marina Sofronova, Bulfinch Temporary Service
Stephanie Sogg, Psychiatry
Richard Soria, Nursing
Renee Sorrentino, Psychiatry
Victoria Soto, Bulfinch Temporary Service
Nancy Sousa, Obstetrics and Gynecology Service
Deborah Spaulding, MGH Downtown
Leslie Spieth, Psychiatry
Anthony Spinale, Radiation Oncology
Sandra St. Fleur, General Medicine Division
Alan St. Just, North End Community Health Center
Kristin St. Pierre, MassGeneral Hospital *for* Children
Paul Staats, Pathology
Erika Standberry, Pathology
Amanda Standley, Vascular Surgery
Nancy Stanganelli, Pathology
Teodora Stankova, Nursing
Takara Stanley, Pediatric Service
Kelly Staples, Patient Care Services
Joyce Stasio, Professional Billing Office
Wayne Stathopoulos, Emergency Services
Rebecca Stephenson, MGH Institute of Health Professions
Suzanne Stevens, North End Community Health Center
Joseph Stewart, Nursing
Philip Stewart, Police & Security
Sheryl Stewart, Psychiatry
James Stone, Pathology
Doris Strnad, Psychiatry
Lynda Stuart, Pediatric Service
Christina Stuntz, Psychiatry
Kenrick Subadar, Materials Management
Ashley Sullivan, Emergency Services
Melanie Sullivan, Nursing
Ryan Sullivan, Center for Human Genetic Research
Mei Sun, Neurology
Ying Sun, Nursing
Meena Sundaram, Medicine
Louna Surpris, Nutrition and Food Services
John Swan, Radiology
Nancy Swanson, Infection Control
David Sweetser, Pediatric Service
Jalal Syed, Protocol Office Administration
William Szydlo, Buildings & Grounds
David Tabatadze, Cancer Center
Alba Taborda Davila, Nutrition and Food Services
Paul Talusan, Pathology
Susan Tarantino, Nursing
Judith Tarselli, Infection Control
Anthony Taverna, Buildings & Grounds
Linda Taylor, Cancer Center
Gina Tedesco, Nursing
George Tegos, Wellman Center for Photomedicine
Silvino Teixeira, Environmental Services
Meaza Tesfamicael, Nursing
Annemarie Tesora, Nursing
Robert Tewes, Pharmacy
Catherine Theriault, MGH Institute of Health Professions
Carrie Thiessen, Institute for Health Policy
Scott Thomas, Radiology
Georgina Thompson, Women's Health Associates
Elena Thornton, Cancer Center

**Gerald Winkler, MD, 50 Years**

Born in Winnipeg, Manitoba, Canada, Gerald F. Winkler, MD, began his career in 1953 at the Winnipeg General Hospital as a rotating intern. In 1958, he came to the MGH as an assistant resident in Neurology and was also a teaching fellow in Neurology at Harvard Medical School (HMS). In 1959, Winkler was a resident, clinical fellow and teaching fellow in Neuropathology, and in 1960 he became a resident in Neurology. He has served on numerous national and regional committees, holding positions as chairman of both the Massachusetts Chapter Medical Advisory Board of the National Multiple Sclerosis Society and the Board of Trustees. Since 1993, Winkler has been the reviewer of Continuum for the American Academy of Neurology. He also has served on numerous committees at both the MGH and HMS as well as physician committees.

Currently, Winkler is a member of the Massachusetts Medical Society, the Boston Society of Psychiatry and Neurology, the American Medical Association, the Massachusetts Neurological Association and a fellow of the American Academy of Neurology. Winkler has received numerous awards throughout his career, including several from the University of Manitoba. He has authored many publications for the *New England Journal of Medicine*, the *American Journal of Anatomy* and the *Archives of Neurology*. From 1969 to 2008, Winkler was an assistant clinical professor of Neurology at HMS. Throughout his affiliation with the MGH, Winkler has been deeply impressed by the brilliance and dedication of his fellow physicians and support from all clinical and administrative personnel. He is deeply honored to have been part of the MGH.

**Nicholas Zervas, MD, 50 years**

A native of Lynn, Mass., Nicholas T. Zervas, MD, earned his undergraduate from Harvard University in 1950 and his medical degree with honors from the University of Chicago School of Medicine in 1954. After completing his residency training at the MGH in 1962, Zervas held posts at Jefferson Medical College Hospital in Philadelphia, Wills Eye Hospital in Philadelphia and Beth Israel Deaconess Medical Center before being appointed chief of MGH Neurosurgery in 1977, a position he held until 2001. A dedicated educator, Zervas had held numerous academic appointments at Harvard Medical School (HMS) throughout his career, and in 1986, he was named the HMS Higgins Professor of Neurosurgery. In 2002, HMS honored his innumerable contributions to his field with the establishment of the Nicholas T. Zervas Professorship in Neurosurgery, which is held by a faculty member in the MGH Department of Neurosurgery.

An internationally recognized leader in his field, Zervas is a fellow of the American Academy of Arts and Sciences and a member of the Institute of Medicine and the American Association of Neurological Surgeons. Additionally, he has served as president of the American Academy of Neurological Surgery and chairman of the American Board of Neurological Surgery. Zervas also was president of the Boston Symphony Orchestra from 1993 to 2001.

Carol Timmins, Mass General Medical Group
Catherine Timperio, Obstetrics and Gynecology Service
Georges Tocco, Surgery
Monica Toledo, Interpreter Services
Jennifer Tortola, Nursing
Ahmed Touhami-Kadiri, Environmental Services
Kathleen Trainor, Psychiatry
Huynh Tran, Surgery
Brie Trefrey, Clinical Dermatology
Elizabeth Trice, Medicine
Aaron Tripp, Neurology
Maureen Trombley, Radiology
Michelle Trotman, MassGeneral Hospital *for* Children
Chia-Lun Tsai, Center for Computational and Integrative Biology
Wai Tsang, MGH Institute of Health Professions
Sing Chu Tsoi, Nutrition and Food Services
Swanson Tudor, Infectious Disease Unit
Julia Turbiner, Pathology
Jessica Turner, Emergency Services
Anna Umbro, Bulfinch Temporary Service
Janet Umphlett, Nursing
Raul Uppot, Radiology
Trinity Urban, Radiology
Kristen Urbanek, Nursing
Antonio Valencia-Perez, Neurology
Lisa Valentine, Revere HealthCare Center
Gale Valliere, Clinical Dermatology
Teresa VanderBoom, Radiology
Yasmin Velasquez, Bulfinch Temporary Service
Suresh Venkatan, Emergency Services
Justin Verge, Surgery
Bibiana Estrella Villanueva, Chelsea HealthCare Center
Jorge Villanueva, Materials Management
Vicky Villanueva, Obstetrics and Gynecology Service
Alexandria Vincent, Nursing
Linda Vincent, Professional Billing Office
Jason Visco, Nursing
Anne Viser, Physical and Occupational Therapy Services
Christine Vogeli, Medicine
Robin Volante, MassGeneral Hospital *for* Children
Krista Wachter, Nursing
Raymond Wadlow, Medicine
Yeplah Wahkor, Nursing
Lorrie Walker, MGH Institute of Health Professions
Karen Walsh-Mullins, Registration and Referral Center
Helen Wang, Medicine
Hui Wang, Surgery
Lirong Wang, Neurology
Winston Ware, Clinical Care Management Unit
Maureen Warren, Pharmacy
Kevin Washicosky, Neurology
Eileen Watson, Radiology
Lisa Watt, Anesthesia
Natalya Webb, Molecular Biology
Beverly Webster, Radiology
Jillian Webster, MassGeneral Hospital *for* Children
Rory Weiner, Medicine
Katherine Weiss, Radiology
Katey Weizel, Bulfinch Temporary Service
Maureen Welch-Costantino, Obstetrics and Gynecology Service
Courtney Wells, Nursing
Phoebe Wells, Nursing
Tamara Wexler, Medicine
James Whalen, Nursing
Robert Whalen, Buildings & Grounds
Donna White, MGH Institute of Health Professions
Robert Whitebone, Registration and Referral Center
Melicia Whitley, Psychiatry
Carol Wicker, Nursing
Graham Wiggins, Radiology
Carol Wilcox, Radiology

Spencer Wilking, Medicine
Christopher William, Pathology
Bridgett Williams, Registration and Referral Center
Henry Williams, Buildings & Grounds
June-Noelle Williams, Speech/Language Pathology
Janet Witte, Psychiatry
Patrick Wlodyka, Police & Security
Jia Wolfe, Center for Computational and Integrative Biology
Ann Wolkovich, Obstetrics and Gynecology Service
Chung Wah Wong, Nursing
Caroline Woo, Molecular Biology
Jill Woods, Obstetrics and Gynecology Service
Joy Wu, Medicine
Meixiong Wu, Wellman Center for Photomedicine
Peter Wu, Nursing
Lisa Wynn, Nursing
Diego Wyszynski, Pediatric Service
Mary Wyszynski, Nursing
Huaiyu Yang, Psychiatry
Erin Yarde-Mason, Nursing
Aida Yavshayan, Pediatric Service
Mary Yee, Bulfinch Temporary Service
Jing-Ruey Yeh, Medicine
Sunu Yeh, Medicine
Zullybeth Yniguez, Revere HealthCare Center
Sam Yoon, Surgery
Zerong You, Pediatric Service
Kathleen Young, Radiology
Stephen Young, Center for Comparative Medicine
Channing Yu, Medicine
Hong Yu, Neurology
Tze Yu, Nutrition and Food Services
Hushan Yuan, Radiology
Seok-Hyun Yun, Wellman Center for Photomedicine
Rushdia Yusuf, Medicine
Hugo Zaldana, Materials Management
Jane Zalun, Nursing
Alena Zalutskaya, Medicine
Amy Zani, Hematology
Dawn Zencka, The Clubs at Charles River Park
Jianmin Zhang, Medicine
Li-Feng Zhang, Molecular Biology
Xiaofeng Zhang, Laboratory of Computer Science
Jing Zhao, Molecular Biology
Yue-Mei Zhu, Professional Billing Office
Mustapha Zine, Nursing

MGH HOTLINE



# *Stoeckle Center hosts award-winning health and medicine author*

**MGH primary care physicians** and guests attending the Sept. 26 John D. Stoeckle Center for Primary Care Innovation seminar gained insight into issues relating to U.S. health care policy, the pharmaceutical industry and the nature of evidence in the medical system from guest speaker Shannon Brownlee, author of "Overtreated: Why Too Much Medicine Is Making Us Sicker and Poorer." MGH President Peter L. Slavin, MD, welcomed and introduced Brownlee, whose book was named among "the best economics books of the year" by *The New York Times* in 2007.

Brownlee explained why the United States currently has the most expensive health care in the world yet also has some of the worst health statistics among developed nations. She highlighted the links between the high cost of American medicine, its quality and sometimes unnecessary care, and made the case for changing both the way doctors and hospitals are paid and the way health care is organized.

The presentation was followed by a panel discussion with physicians Karen Carlson, MD, of the Women's Health Associates; Timothy Ferris, MD, of the MGPO; and William Kormos, MD, of the Internal Medical Associates. The group explored the role that primary care physicians could play in helping patients understand their treatment options so they can choose the care that is right for them. ●

**BOOK SIGNING:** *Brownlee, left, signs a book for a reader.*

# *Common ground: South Korean nurses learn about MGH diabetes care*

The **MGH Diabetes Education Program** recently forged a cross-cultural connection with two South Korean nurses who visited the hospital last month to learn about the MGH's in- and outpatient diabetes programs. Jeong-Rim Lee, RN, and Uoon-Jeong Shin, RN, both of the Asan Medical Center in South Korea, were special guests at the three-day Partners in Care Diabetes Program co-sponsored by the MGH and the Partners High Performance Management Team.

During their visit, Sandy O'Keefe, diabetes program manager, provided Lee and Shin with an overview of outpatient diabetes care. The nurses learned about the MGH/MGPO Diabetes Education and Support Programs and reviewed the longitudinal medical record diabetes templates, which are used for documenting outpatient education experiences and will serve as a model for similar templates the Asan Medical Center plans to develop. Lee and Shin also visited MGH outpatient practices, observing firsthand the cultural diversity of their patient populations. Stops included the diabetes retinopathy clinic at the MGH Chelsea HealthCare Center, a diabetes group education class at the Bulfinch Medical Group and nurse-shadowing opportunities at MGH Chelsea and the MGH Diabetes Center. The outpatient overview ended with a demonstration of the Registry Population Manager tool, which records information about MGH patients with diabetes.

**INTERNATIONAL PARTNERS IN CARE:** *From left, O'Keefe, Shin, Lee and Perry*

Lee and Shin concluded their trip by spending a day on the MGH Vascular Unit on Bigelow 14, shadowing staff nurses to observe the care of diabetes inpatients. The floor visit was coordinated by Donna Perry, RN, PhD, of the Institute for Patient Care, and Sharon Bouvier, RN, MS, nursing director of the unit.

"Jeong-Rim and Uoon-Jeong were very motivated to improve their diabetes programs in South Korea," says O'Keefe. "I am very proud that our MGH diabetes programs could serve as resources for others to improve the quality of patient care across the world." ●

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MGH HOTLINE



WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture series, "Diabetic Foot Problems," Oct. 23, from 11 am to noon in the Haber Conference Room with guest speaker Vasilios Lirofonis, DPM, of MGH Podiatry; and a flu shot clinic Oct. 27, from 1:30 to 3:30 pm at the West End Library. Registration is required for the flu clinic. To register, call (617) 723-9713. For general event information, call (617) 724-6756.

**Simchat Torah service**
The MGH Chaplaincy will host a Simchat Torah service Oct. 22 at 11 am in the MGH Chapel. For more information, call Rabbi Ben Lanckton at (617) 724-3228.

**Tailored for Success clothing drive and presentation**
The MGH Domestic Violence Working Group will host a business suit and accessory drive for Tailored for Success, an organization dedicated to increasing the employability of economically disadvantaged women and domestic violence survivors. The drive will take place Oct. 29, from 6 am to 7 pm in the Main Corridor and from 9 am to 3 pm at MGH satellite locations. Additionally, a presentation by Liz Hart, founder of the organization, will take place Oct. 22, from 11:30 am to 1 pm in the Thier Conference Room. For more information, visit *www.tailoredforsuccess.org*.

**Wellman Center Lecture Series**
The MGH Wellman Center for Photomedicine will host "Mass Spectrometry of Biological Macromolecules and Current Status and Future Role" Oct. 21, from 1:40 to 3:30 pm in the Thier Conference Room. A reception will begin at 1:30 pm. Franz Hillenkamp, PhD, of the University of Muenster in Germany and inventor of MALDI Mass Spectrometry, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

**Pastoral Care Week events**
In honor of Pastoral Care Week, the MGH Chaplaincy will host the following events: an information table Oct. 27, from 11 am to noon in the Main Corridor, which will include a glass harmonica performance by Vera Meyer from 11:30 am to 12:30 pm; a "Sacred Space/Sacred Pace: Open Labyrinth Walk," Oct. 29, from 8 am to noon in the Thier Conference Room; a presentation by Jimmy Tingle, a political humorist and writer, Oct. 29, from 1:30 to 2:30 pm in the O'Keeffe Auditorium; and Blessing of the Hands services in the MGH Chapel Oct. 30 from 6:30 to 8 am, 11:30 am to 1 pm and 3 to 5 pm. For more information, call (617) 726-2220.

**Respiratory care information table**
In honor of National Respiratory Care Week, MGH Respiratory Care Services will host an information table Oct. 22, from 9 am to 5 pm in the Main Corridor. A photo display also will be available across from Coffee Central from Oct. 19 through 25. For more information, contact Debra Duffy at (617) 724-4493.

**BHI open house**
The Benson-Henry Institute (BHI) for Mind Body Medicine at MGH will host an open house Oct. 23, from 4:30 to 7 pm at 151 Merrimac St., fourth floor. Guests can meet clinicians, learn about the institute's programs and services and attend mini seminars. For more information, call Barbara Sherlock at (617) 643-6043.

**HELPING WOMEN:** *MGH employees Wanda Ponte, RN, left, and Judy Shea, RN, far right, help promote awareness and education about ovarian cancer.*

## Raising awareness about ovarian cancer

**Ovarian cancer** is the fifth leading cause of cancer-related deaths for women in the United States. In recognition of National Ovarian Cancer Awareness Month, the MGH's Ovarian Cancer Education Awareness Network (OCEAN) hosted an information table Sept. 24 to educate employees, patients and visitors about the symptoms, screenings and treatments for this deadly disease. Founded eight years ago by MGH ovarian cancer survivors and their families, OCEAN aims to raise awareness, promote education and raise support for ovarian cancer research at the OCEAN@MGH Comprehensive Tumor and Blood Bank for the Study of Ovarian Cancer. In addition to its public awareness campaigns, the organization's fundraising efforts include an annual golf tournament and road race.

For more information about OCEAN, e-mail *ocean@mgh.harvard.edu* or visit *www.ovariancancerawareness.org*.

**Submit news tips and story ideas to the *MGH Hotline***

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October 24, 2008

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASS

# Excellence Every Day intranet site now live

**To help managers** and supervisors promote safety and quality to their staff, the MGH Joint Commission Communications Subcommittee has launched an intranet site promoting "Excellence Every Day" at *http://intranet.massgeneral.org/excellenceeveryday/*. The internal website features information about Joint Commission National Patient Safety goals and standards. A virtual toolbox includes materials that managers can use to present key information to staff. Although geared toward managers and supervisors, everyone can access the site to learn about patient safety standards. Those who access the site can click on "RAFFLE" and answer several questions for the chance to win two tickets to the New England Patriots game against the Arizona Cardinals Dec. 21 at 1 pm at Gillette Stadium. The prize includes access to a pre-game tailgate party as well. Only one entry per person received by Dec. 12 will be considered. Managers and supervisors of those without access to MGH workstations are encouraged to post this notice in their areas and help make the intranet site available to their staff. For more information about the Excellence Every Day intranet site, contact Akin Demehin at *ademehin@partners.org* or Suzanne Kim at *skim41@partners.org*.

## Saluting employee service on Ether Day

**On Oct. 16, 1846,** the practice of medicine was forever changed when Boston dentist William T.G. Morton demonstrated the first use of ether as an anesthetic during surgery, allowing MGH co-founder John Collins Warren, MD, to remove a tumor from patient Gilbert Abbott's jaw. Each year, the MGH acknowledges this milestone with a celebration honoring employees for their service to the hospital. This year's Oct. 17 event celebrated 2,693 MGHers who have worked at the hospital for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55 and 60 years. The popular Ether Day dancers also made an appearance, performing numbers set to songs that were hits the years the honorees began work at the hospital. Sharing in the congratulations were Peter L. Slavin, MD, president of the MGH; David F. Torchiana, MD, chairman and chief executive officer of the Massachusetts General Physicians Organization; and Jeff Davis, senior vice president for Human Resources.

# MGH Disparities Solutions Center hosts week of events

**Building awareness** and creating a dialogue about racial and ethnic disparities in health care was the focus of a series of events hosted by the MGH Disparities Solutions Center (DSC) during the week of Oct. 6. The week began with a screening of "Becoming American," an episode of the PBS documentary series "UNNATURAL CAUSES: Is Inequality Making Us Sick." The short film highlighted the positive aspects of health and culture that newly arriving Latino immigrants bring to the United States. The screening was followed by a panel discussion with Byron Garcia, MD, MGH staff psychiatrist and medical director at Westwood Lodge Hospital, and Enrique Caballero, MD, director of Latino Diabetes Initiatives at the Joslin Diabetes Center. The film, which was selected in part to acknowledge Latino Heritage Month, was co-sponsored by DSC and the MGH Multicultural Affairs Office (MAO).

The next DSC event – part of the DSC Racial and Ethnic Disparities: Keeping Current seminar series – took place Oct. 8. Thomas Sequist, MD, MPH, assistant professor of Medicine and assistant professor of Health Care Policy at BWH and Harvard Medical School, presented "Physician Performance and Racial Disparities in Diabetes Mellitus Care." Sequist presented information from his study, which took place at Harvard Vanguard Medical Associates, indicating that African-American patients were less likely than white patients to be in control of their diabetes even when seeing the same physician. Based upon these results, the physicians received performance report cards and participated in cultural competence training. The presentation concluded with an in-depth discussion addressing and offering potential solutions to Sequist's findings. For more information about the DSC, access www.mghdisparitiessolutions.org.

**ADDRESSING DISPARITIES:** *From left, Cabellero; Elena Olson, JD, MAO executive director; Garcia; and Alex Green, MD, MPH, of the DSC*

# *In memoriam: Henry L. Foster, DVM*

**Henry L. "Hank" Foster, DVM,** a longtime member of the MGH Board of Trustees, died Oct. 14 after a long illness. He was 83 years old.

A dedicated supporter of the MGH, Foster served on the board beginning in 1988 and was named an honorary trustee in 1997. He also served as a trustee of the MGPO from 1994 to 1997.

After earning his degree as a doctor of Veterinary Medicine from Middlesex Veterinary College in 1946, Foster founded Charles River Laboratories in 1947 with the goal of creating a new standard in laboratory animal models for the research community. He served as president, chairman and chief executive officer of the company, which today has grown to include more than 60 facilities in 15 countries and works with leading organizations in a number of industries to provide products and services for all stages of drug discovery and development. In honor of these achievements, Foster was awarded honorary doctoral degrees by Brandeis University and Tufts School of Veterinary Medicine.

Foster served as a trustee of McLean Hospital from 1988 to 1991 and as a Partners HealthCare Corporation member since 1994. He was a trustee and former chairman of the board of Brandeis University, a trustee of Tufts University, former chairman of the Board of Overseers of Tufts School of Veterinary Medicine and former chairman of the board of the Museum of Fine Arts, Boston. A generous benefactor, he and his wife, Lois, provided support for the establishment of the top floor of the Phillips House when the Ellison Building opened at the MGH in 1992.

Foster is survived by his wife; his children James, John and Neal; his grandchildren and other family members, loved ones and friends. A funeral service was held Oct. 16.

MGH HOTLINE

# MGH Police and Security participates in unique exchange program

**A conversation over coffee** between Bonnie Michelman, MGH Police and Security director, and Una Riley, SectorGuard Security Institute fellow, in London last spring was the catalyst for the development of an innovative exchange program between members of security departments in the United Kingdom and at the MGH. What sprang from that discussion was the establishment of the SectorGuard Anglo-American Exchange (SAAE) program – an international initiative to exchange knowledge and information about security best practices, training and management as well as strategies for deterring and responding to acts of terrorism.

Sponsored by SectorGuard, which provides security services to businesses in the United Kingdom, and with support from a local hotel and airline, the SAAE program launched its first exchange in August. Two members of MGH Police and Security – William E. McLaughlin, day shift supervisor, and Matthew Kirwin, night shift supervisor – were selected based upon their exemplary work performance from among 20 applicants to represent the MGH in London. In exchange, the MGH hosted two distinguished U.K. security professionals – Rhett Brown, security operations manager for KnightsBridge Guarding Company, and Paul Aisbitt, security control operator for First Security Limited.

**SECURITY EXCHANGE:** *From left, John Driscoll, MGH Police and Security assistant director; Aisbitt; Michelman; and Brown*

Each pair traveled "across the pond" for a weeklong visit during which they experienced firsthand the country's security fine points by shadowing their counterparts and visiting with security leaders. McLaughlin and Kirwin learned about the national security system of England as well as security functions at British hospitals and retail and corporate settings. Likewise, Brown and Aisbitt visited with MGH Police and Security, the Boston Police Department, the Massachusetts State Police, and security officers and leaders from a number of area organizations and companies.

"We were absolutely delighted to host Mr. Brown and Mr. Aisbitt here at the MGH," says Michelman. "We also were especially proud to have MGH officers McLaughlin and Kirwin represent the hospital in England where they had the opportunity to learn different protection strategies and see best practices at work abroad. I think that both the participants and the hosts have learned some things that they will use in their own programs. We look forward to continuing to participate in this novel and educational program." ●

# Ginsburg accepts position at Stanford Hospital & Clinics

**Daniel A. Ginsburg,** MGPO president and chief operating officer (COO) and MGH senior vice president for Cancer and Women's Programs, has accepted the position of COO at Stanford Hospital & Clinics in Palo Alto, California, effective January 2009. He will remain with the MGPO until early January.

Ginsburg will join Stanford Hospital as it plans and designs a new 600-bed inpatient facility and opens Stanford Medicine Outpatient Center in February 2009. As COO, he will direct operations, develop and implement strategic priorities, focus on overall quality of service and work to optimize patient care delivery.

The COO of the MGPO since it began in 1994, Ginsburg became MGPO president in 1997. In 2003, he became the MGH senior vice president for Cancer and Women's Programs. During this time, he has been an effective leader, helping make the MGPO an organization that represents and protects the interests of physicians. Responsible for the business side of the MGPO, he helped improve physician contracts and billing, increased productivity and revamped information systems. He also played major roles in the creation of Mass General West and the soon-to-be finished Mass General/North Shore Center for Outpatient Care.

As a member of the MGH senior staff and vice president of Cancer and Women's Programs, Ginsburg also exerted considerable influence on the hospital. Notably, he helped increase patient care activity in cancer and obstetric and gynecology services and guided the launch of a major cancer fundraising campaign. In addition, as chair of the Partners Process Improvement Executive Committee, he led the way for the MGH to undertake more than 20 process improvement projects, championing the integration of these initiatives into the everyday work of the MGH. ●

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MGH HOTLINE



WHAT'S HAPPENING

**Senior HealthWISE lecture series**
The MGH Senior HealthWISE lecture series will offer "Vitamins and Supplements" Oct. 30, from 2 to 3 pm in the Haber Conference Room. Colleen Timmons, RD, LDN, MS, CNSD, clinical nutrition specialist with the MGH Cancer Center, will be the guest speaker. The event is free for seniors age 60 years or older. For more information, call (617) 724-6756.

**Workshop on 3D visualization of medical image data**
The MGH Clinical Research Program and the Harvard Catalyst are co-sponsoring "Slicer 3 Hands-On Workshop on 3D Visualization of Medical Image Data" Nov. 4, from 10 am to noon in the Simches Research Center, Room 3120. Randy Gollub, MD, PhD; Sonia Pujol, PhD; and Kitt Shaffer, MD, PhD; will instruct participants on how to view and interact with DICOM volumes in 3D using Slicer software. Participants must bring their own laptop with Slicer software loaded. To register, visit *hub.partners.org*. For more information, call Suzanne Guerette at (617) 724-2900.

**Melanoma lecture series**
The MGH Melanoma and Pigmented Lesion Center will host "Metastatic Melanoma 2008: Opportunities for Translating Scientific Advances into Clinical Benefit" Nov. 4, from 9 to 10 am in the Simches Research Center, Room 3110. Michael Atkins, MD, of Beth Israel Deaconess Medical Center, will be the guest speaker. For more information or to obtain a temporary ID badge for access to the Simches Research Center, contact Brie Trefrey at *btrefrey@partners.org*.

**Research data and tissue issues workshop**
The MGH Clinical Research Committee and the Human Research Committee are co-sponsoring "Research Data and Tissue Issues: Current IRB Perspectives" Nov. 13, from 4 to 5 pm in the Simches Research Center, Room 3110. Judith Scheer, RN, SM, will discuss current IRB guidelines, policies and ethical considerations pertaining to the research use of data and tissue. To register, visit *hub.partners.org*. For more information, call Suzanne Guerette at (617) 724-2900.

**Presentation skills workshop**
The MGH Clinical Research Program and the MGH Department of Psychiatry are co-sponsoring "How to Give a Presentation" Nov. 17, from 4 to 5 pm in the Simches Research Center, Room 3110. Andrew Nierenberg, MD, will help participants understand how to organize a talk, create slides, learn the most effective ways of talking to an audience and manage performance anxiety. To register, visit *hub.partners.org*. For more information, contact Lauren Michaels at *lmichaels@partners.org*.

**COMING SOON**

The MGH United Way Campaign!

This year's MGH United Way campaign will run from Thursday, Nov. 6 through Friday, Nov. 21.

The theme of the campaign, "Now more than ever," reminds individuals that during this turbulent economic climate, donations to the United Way can make a true difference now more than ever.

To find out how you can help make a donation, access *intranet.massgeneral.org/unitedway*.

Now more than ever.
Please give.

United Way
United Way of Massachusetts Bay and Merrimack Valley

MASSACHUSETTS GENERAL HOSPITAL
MASSACHUSETTS GENERAL PHYSICIANS ORGANIZATION

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October 31, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## The MGH honors two González Award winners

**Two exemplary** MGH employees – Debra Aponte, a Spanish interpreter for the MGH Charlestown HealthCare Center, and Alessandra Peccei, MD, obstetrician/gynecologist and attending physician for the Chelsea and Revere health care centers – were named the 2008 winners of the Ernesto González Award for Outstanding Service to the Latino Community at an Oct. 14 ceremony held in the Thier Conference Room. Aponte and Peccei were recognized for their contributions to Latino-based initiatives within or outside the hospital.

A member of Interpreter Services and an outreach worker and health educator, Aponte has developed a strong connection between MGH Charlestown and the Latino community. She has helped create a Latino educational health series, which has provided education, networking and a support system for many Charlestown Latina women. She also has helped to coordinate programming to educate at-risk teens about health education and careers.

With approximately 85 percent of the women served in Chelsea of Latino origin, Peccei – a culturally sensitive provider – has recognized the specific needs of Latina women, making available "parteras," or midwives, which are the cultural norm for many South and Central American women. She also has worked to ensure that culturally appropriate outreach workers are available to all pregnant women.

**OUTSTANDING SERVICE:** *From left, González, Aponte and Peccei*

The González Award has become the signature event of Latino Heritage Month. The award, named for Ernesto González, MD, of MGH Dermatology, acknowledges MGHers who, like González, have made lasting contributions to the Latino community. ●

## Fun and games with Bruins

**On Oct. 17,** members of the Boston Bruins paid a special visit to the MassGeneral Hospital *for* Children's Pediatric Hematology-Oncology Unit playroom on Ellison 18. Blake Wheeler, *left,* and Phil Kessel spent time chatting with patients, playing games and delivering goody bags containing Bruins souvenirs.

## Making the case for Boston

**Each spring on Match Day,** thousands of medical students across the country receive their residency assignments and learn where they will begin their medical training. And yet, despite the presence of many leading academic medical centers in the Boston area, many Harvard Medical School (HMS) students from ethnic and racial groups historically underrepresented in medicine (URM) choose to train in other cities. On Sept. 18, the MGH Multicultural Affairs Office (MAO) joined other HMS-affiliated hospitals for a special panel discussion aimed at encouraging URM students to remain in Boston for their training. The event was co-hosted by the Consortium of HMS Affiliated Offices for Faculty Development and Diversity and the URM Mentorship Program, which matches URM students to faculty mentors and is run by the HMS Office for Recruitment and Multicultural Affairs.

The unique collaboration marked the first time the chief executive officers of HMS-affiliated hospitals have come together with HMS Dean Jeffrey Flier, MD, to promote a diversity-related agenda for students. The event opened with a welcome from Flier and the CEOs including Peter L. Slavin, MD, president of the MGH. Among URM students, a general sentiment has been that Boston could be considered less welcoming to minority physicians as compared to other cities across the country. "That perception, combined with the city's high cost of living, has been one of the main deterrents for HMS URM students in selecting Boston hospitals for their residencies," says Celina Mankey, MD, director of the URM Mentorship Program and associate director of MAO.

During the discussion, panelists – including Jose Florez, MD, PhD, of MGH Endocrinology – helped dispel this myth by sharing their own positive experiences as URM physicians in the city. The evening concluded with the opportunity for students to visit resource tables and learn more about the residency programs at each of the participating hospitals.

For more information about MAO, visit *www.massgeneral.org/mao* or contact Elena Olson, JD, executive director of MAO, at *ebolson@partners.org.*

## *In memoriam: Raymond D. Adams, MD*

**Raymond D. Adams, MD,** chief of the MGH Department of Neurology from 1951 to 1977 and an internationally respected neurologist and neuropathologist, died Oct. 18 following a long illness. He was 97 years old.

A beloved mentor and highly regarded physician and researcher, Adams oversaw the department during a time of tremendous change and growth – including the creation of a separate pediatric neurology division – and increased the amount of research into the causes of and treatments for many neurologically-based diseases. Adams was an early proponent of supporting physicians who wished to specialize in specific areas of neurology, giving them opportunities to study patients living with disease as well as examining why and how a condition progresses. Adams helped shape the department from a well-respected clinical service to one internationally recognized for its broad neuroscience research program.

Adams received his undergraduate degree from the University of Oregon and his medical degree from Duke University School of Medicine. He completed his internship and first year of residency at Duke University Hospital before coming to the MGH as a neurology resident, eventually becoming an associate in that department as well as in the departments of Psychiatry and Neuropathology. He became chief in 1951.

In the late 1950s, working with a grant from the Joseph P. Kennedy, Jr., Foundation, Adams and others created the Joseph P. Kennedy, Jr., Laboratories at the MGH to support research in the field of children's neurology – a new area of study at the time. He was a key player in the creation and administration of the Eunice Kennedy Shriver Research Center for Mental Retardation and served as its first director.

The former Bullard Professor of Neuropathology at Harvard Medical School (HMS), Adams served as chairman of the HMS Department of Neurology from 1966 to 1970 and held leadership posts in many medical organizations, such as the American Neurological Association; the American Association of Neuropathologists; and the French Academy of Neurology. He also held honorary memberships in the British, Lebanese and Columbian societies of neurology. He is the author of more than 200 publications and papers, co-edited the premier textbook of neurology, *Adams and Victor Principles of Neurology,* and has several lectureships and fellowships named in his honor.

Adams was predeceased by his wife, Maria Salam-Adams, MD. He is survived by his children, numerous grandchildren and great-grandchildren as well as his hundreds of colleagues, friends and former students. A memorial service will be held at a later date.

MGH HOTLINE



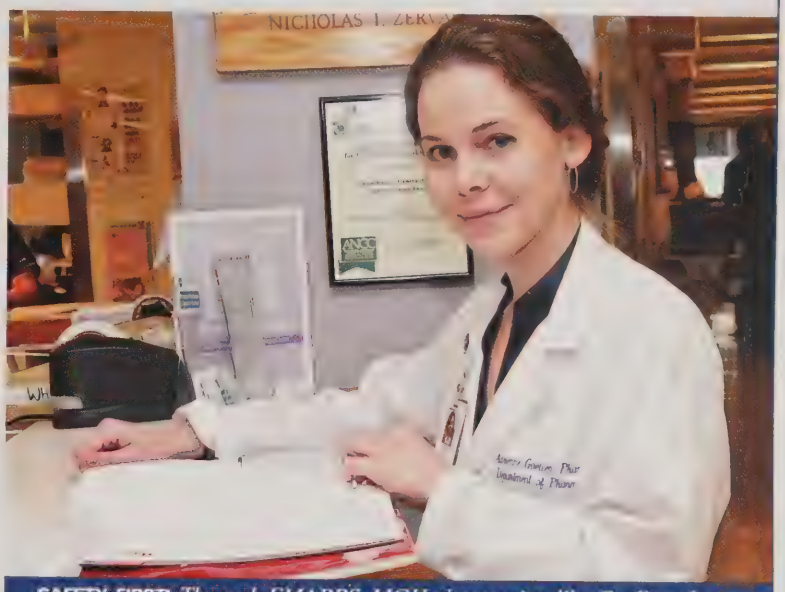
# *EMAPPS: Evolving the role of the pharmacist*

A new MGH initiative currently underway is dramatically reshaping how pharmacists work with other clinicians to provide and administer medications. Known as the Electronic Medication Administration Process for Patient Safety (EMAPPS), the effort aims to decrease the number of medication-related adverse events at the hospital.

EMAPPS involves the electronic communication of several applications: Provider Order Entry (POE) and Chemotherapy Order Entry (COE), which are automated systems for placing medication orders; Sunquest Pharmacy, the system for approving and dispensing orders; and the electronic medication administration record (eMAR), which involves barcoding medications, patient wristbands and employee ID badges to document medication administration.

In June, POE/COE – which have been used at the MGH since 1998 – began an interface with Sunquest. Prior to this, medication orders were written in POE/COE and printed in the pharmacy. A pharmacist then reviewed the order, handed it to a pharmacy technician to manually enter the order into the computer and then approved the order in Sunquest. Labels for medications not stocked in the Omnicell automated dispensing machines (ADMs) were then generated. With the new interface, medication orders now flow directly into Sunquest, allowing pharmacists to review and approve orders online, eliminating several steps and decreasing the time from order placement to verification. Additionally, a second interface with the ADMs called "profiling" began in October. With this process, a patient's medication list is presented to the nurse to aid in the selection of the proper medication. This helps nurses identify the correct drugs and saves time. The final phase, eMAR, will begin in March 2009 and roll out over eight months.

MGH attending pharmacist Adrienne Goeller already has witnessed EMAPPS's benefits firsthand. Prior to its implementation, nurses could directly access many of the drugs in the ADMs. Now, no medications – with limited exceptions for emergencies – can be accessed without a pharmacist approving the order in POE. This allows for review of critical information such as dosage, patient allergies and possible interactions with other drugs, reducing the opportunity for error and allowing access only to approved medications. Because Goeller and her colleagues often cover multiple units at one time, clinicians may experience an increased wait time from when a medication is ordered to its release in the ADM than they do currently. Ultimately, these changes will help ensure that at all times, the correct dose of the correct medication is delivered to the correct patient at the correct time.



**SAFETY FIRST:** *Through EMAPPS, MGH pharmacists like Goeller, above, are working in new ways to ensure patient safety.*

For more information about how EMAPPS will affect MGH Pharmacy operations, contact Meg Clapp, director of the Pharmacy, at *mclapp@partners.org*. For general information about EMAPPS, contact Rosemary O'Malley, RN, at *romalley@partners.org*. ●

# *Popular Mechanics* recognizes CTC-chip with award

The ***Popular Mechanics*** fourth annual Breakthrough Awards recently were announced, with Mehmet Toner, PhD, director of the BioMEMS Resource Center, and the Circulating Tumor Cell-chip (CTC) cited in the Science and Technology Division. The awards, sponsored by the Bristol Myers Squibb Company, celebrate research innovations and the personalities behind them.

The CTC-chip was developed at the MGH in a collaborative effort between Toner and his team from the BioMEMS Resource Center and Daniel A. Haber, MD, PhD, director of the Cancer Center. The device can capture microscopic cancer cells using nanofluidic technology and a small blood sample from cancer patients. Haber hopes that this may revolutionize the way oncologists treat cancers in the near future.

"While much work remains to be done, this approach raises the possibility of rapidly and noninvasively monitoring tumor response to treatment, allowing changes if the treatment is not effective, and the potential for early detection screening in people at increased risk of cancer," says Haber.

*Toner*

The formal announcement of the awards by *Popular Mechanics* and a celebratory dinner were held at the Hearst Tower in New York City. Sunitha Nagrath, PhD, of the BioMEMS Resource Center and a member of Toner's team, was on hand to demonstrate the CTC-chip and accept the award on Toner's behalf. ●

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MGH HOTLINE



What's happening

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: "Experience the Difference: Complimentary Health Fair" Nov. 5, from 1:30 to 4 pm in the Thier Conference Room with the keynote address, "Calming Your Body, Quieting Your Mind," by Rana Chudnofsky of the Benson-Henry Institute for Mind Body Medicine at MGH from 1:30 to 2:15 pm; and a "Benefits of Music" presentation Nov. 6, from 11 am to noon in the Haber Conference Room with guest speaker Sherry Nykiel, MD, of MGH Psychiatry. Registration is required for the health fair, which is co-sponsored by MGH Senior Health and Beacon Hill Village. For more information or event registration, call (617) 724-6756.

**Patient shuttle bus upgrade**
Beginning Nov. 3, the MGH patient shuttle – known as the loop bus – will be available to ambulatory patients through a call service. Through this new program, called Patient Shuttle On Call, information desk staff in Cox, Gray and Yawkey lobbies will call for the patient shuttle bus to drive patients directly from those lobbies to the requested MGH building. For return trips, staff in MGH practices will call for the patient shuttle bus to bring patients to the appropriate lobby. Common locations that will be supported are: 50 Staniford St., 101 and 151 Merrimac St., 25 New Chardon St., 1 Bowdoin Sq., and 165 and 175 Cambridge St. The loop bus will be phased out. To request patient shuttle bus service, call (617) 726-2250. For more information, contact Mike Stone, manager of MGH Information Desk Associates, at (617) 724-6596 or John Donovan, manager of Outside Transportation, at (617) 726-9228.

**Call for applications**
The Massachusetts Alzhiemer's Disease Research Center, based at the MGH, and the Harvard NeuroDiscovery Center are now accepting applications for their 2009 neurodegenerative disease pilot study grant program for projects aimed at understanding and developing treatments for neurodegenerative diseases. Grants are worth up to $35,000 and will be awarded for one year. The application deadline is Dec. 8, and recipients will be announced in February 2009. For more information or to apply, *visit www.neurodiscovery.harvard.edu/resources/clinical_trials.html.*

**Save the date for Partners Physicians Day**
The 10th annual Partners Physicians Day will be held Feb. 7, from 8 am to 5 pm at the Boston Marriott Copley Place. All Partners physicians are invited to attend. The keynote speaker will be Jeffrey Drazen, MD, editor-in-chief of the *New England Journal of Medicine,* who will discuss "Uncertainty in Medical Outcomes: The Ezetimibe Story." Registration materials will be mailed to physicians in December. For more information, visit *clinicalaffairs.partners.org* and click "Events and Education."

**EDUCATIONAL VISIT:** *From left, Walker, Gates and Slavin*

## *Bill Gates visits PARC at MGH*

**Microsoft Chairman Bill Gates** joined Peter L. Slavin, MD, president of the MGH, and Bruce Walker, MD, director of the Partners AIDS Research Center (PARC) at MGH, for an impromptu visit Oct. 13 to learn about the HIV Elite Controller Study – a collaborative effort between academia and the community to study HIV-infected individuals who have been able to maintain viral loads at or below the limits of detection. The Bill & Melinda Gates Foundation is a major supporter of the PARC research effort. Gates was briefed on the progress of the study and provided information about how the research might provide key insights into the development of an HIV vaccine.

**Submit news tips and story ideas to the *MGH Hotline***

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**Therese O'Neill, assistant editor, at (617) 724-2753;**
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**Aldona Charlton, designer, at (617) 726-7539;**

**by fax to (617) 726-7475;**

**by e-mail to *Hotline@partners.org* or**

**by mail to the Public Affairs Office, 50 Staniford Street, Suite 830 Boston, MA 02114.**

***www.massgeneral.org/news/***

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November 7, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## Now More Than Ever: United Way campaign begins at the MGH

**NOW MORE THAN EVER:** *MGH President Peter L. Slavin, MD, shows his support for this year's MGH United Way campaign.*

**Nov. 6** marked the launch of the MGH's annual United Way campaign, which will run through Nov. 21. This year's campaign, features the theme, "Now More Than Ever" to remind the MGH community that during these challenging economic times, an increasing number of people are relying on the programs and services supported by the United Way of Massachusetts Bay and Merrimack Valley. Every single donation – large or small – can help make a difference.

The United Way committee – led by co-chairs Andrea Beloff, senior administrative director of Radiation Oncology, and Gregg Meyer, MD, senior vice president for the Center for Quality and Safety – has planned a number of new and exciting features for the campaign, including:

**Rolling rallies:** To help promote the campaign, a rolling rally cart will travel throughout the MGH. Staff members will hand out treats and pledge information from the cart.

**United Way pins:** All MGHers who make a donation can receive an "I Gave to the United Way 2008" pin, which are available at the Employee Access Center on Bulfinch 107. Pins also will be distributed from the rolling rally cart. MGHers spotted wearing their pin may be eligible to win on-the-spot instant prizes.

**United Way treats:** MGH food service locations are offering three delicious items – autumn apricot bars, chocolate mocha whoopie pies and apple crostatas – with proceeds supporting the United Way. Eligible items are marked with a United Way sticker.

As a thank-you to employees for their generosity, the MGH will host weekly raffle drawings with dozens of great prizes, including a Liberty Hotel stay, an LG 50-inch HDTV and a New England Patriots prize package for four with a pre-game tailgate party and Russo Limousine transportation to and from the Dec. 21 game. Employees should note that the earlier in the campaign they make their donation, the greater the chance they have to win one of these or other prizes.

For more information about the campaign or to make a donation online, visit *www.massgeneral.org/unitedway*. Donation drop boxes and pledge forms also are located throughout the hospital.

## A relaxing evening at the Benson-Henry Institute

**The Benson-Henry Institute for Mind Body Medicine** at MGH (BHI) hosted an open house Oct. 23 to inaugurate their new location at 151 Merrimac St. and celebrate their integration with the MGH. "The institute is thrilled and honored to be part of the MGH and to add the best of mind body medicine to the superlative drug and surgical approaches that already exist at the hospital," said Herbert Benson, MD, BHI founder and director *emeritus*. As part of the event, BHI staff conducted four relaxation sessions for guests to experience the relaxation response – a physical state of deep rest that can change the physical and emotional responses to stress.

Guests also learned about the programs and goals of the BHI. According to Gregory Fricchione, MD, BHI director, "We have a classic, three-part medical mission: to provide mind body clinical services for patients and the general public; to offer training in mind body medicine for health care personnel and trainees in schools and occupational settings; and to conduct research to discover the mechanisms responsible for the health effects of mind body medicine so that ultimately we can create even better interventions."

For more information, visit *www.bhimgh.org/*.

**RELAXED:** *From left, BHI open house guests Barbara M. Nielson, MDiv, PhD; and Kelly Brooks with Benson*

# The myths and facts of glove use

**The proper use** of gloves plays a vital role in helping prevent the spread of infections at the MGH. Below are some common myths and facts regarding glove use to help staff better understand the MGH's requirements regarding this important hand hygiene practice.

**Myth: It is OK to wear gloves in public areas.**
**Fact:** Gloves should not be worn in public areas such as elevators and hallways. There are some exceptions for certain employees, such as unit service associates, who wear gloves while working in public areas. These employees should change gloves and practice hand hygiene when moving from dirty to clean tasks.

**Myth: It is OK to wear gloves when transporting a patient.**
**Fact:** Gloves always should be removed and hand hygiene performed before transporting a patient because gloves can contaminate the hospital environment. The transporter may wipe the surfaces of the stretcher or wheelchair with a Super Sani-Cloth to ensure cleanliness. An employee who is providing direct care for a patient during transport may wear gloves as long as he or she does not touch any environmental surfaces such as door plates or elevator buttons. Another employee should be designated to touch these surfaces.

**Myth: Gloves can be used as a substitute for hand hygiene.**
**Fact:** Gloves are never a substitute for hand hygiene, which should be performed both before gloves are worn and after they are removed. The reasons for this include:

- Gloves could be contaminated by unclean hands as they are picked up.
- Gloves are not 100 percent effective in preventing hand contamination.
- The warm environment within gloves can promote the growth of germs.
- Gloves could contain imperfections that are invisible to the naked eye.
- Hands can become contaminated as gloves are removed.

**Myth: The same pair of gloves can be worn for multiple patients or tasks.**
**Fact:** Gloves should be changed and hand hygiene performed between dirty and clean tasks, even when working with the same patient. Gloves also should be changed between patients, with hand hygiene performed both before and after use.

**Myth: Gloves must be worn for all patient contact.**
**Fact:** Gloves are required only in certain situations, such as when an employee anticipates contact with nonintact skin, mucous membranes, blood, body fluids or items contaminated with blood, body fluids or excretions. Gloves may also be required if a patient is on precautions such as Contact Precautions, Contact Precautions Plus or others.

For more information about proper glove use or hand hygiene at the MGH, contact Judy Tarselli, RN, at (617) 726-6330 or *jtarselli@partners.org.* ●

# *The MGH Chaplaincy celebrates Pastoral Care Week*

**Pastoral Care Week** is an annual celebration observed across the United States to recognize spiritual caregivers and the ministry they provide. The MGH Chaplaincy recently acknowledged this special week Oct. 27 through 31 with a number of offerings, including a display table, a meditation labyrinth, guest speakers and music.

**PASTORAL FUNNYMAN:** *Tingle provided the gift of laughter during his performance at the MGH.*

The Pastoral Care Week information table in the Main Corridor provided visitors with numerous giveaways – such as candy, brochures and literature about various spiritual and religious traditions – along with the music of a glass harmonica. A labyrinth walk, which was set up in the Thier Conference Room Oct. 21, provided a meditative space for spiritual reflection, while social and political humorist Jimmy Tingle regaled a packed O'Keeffe Auditorium later the same day.

As part of the MGH Chaplaincy's mission to meet the spiritual and religious needs of patients, families and staff of all faith traditions and of no religious affiliation, the annual Blessing of the Hands was held across the hospital. The blessing offered an affirmation and appreciation for the many tasks hands perform comforting and caring for others.

For more information about the MGH Chaplaincy, call (617) 726-2220. ●

MGH HOTLINE



# FDA commissioner visits the MGH

**The MGH** recently hosted the commissioner of the Food and Drug Administration (FDA), Andrew C. von Eschenbach, MD, at the hospital. Von Eschenbach learned about several MGH initiatives and technologies, including the medical device "plug-and-play" interoperability program, based at CIMIT and the MGH; the MGH Operating Room of the Future; and facilities of the Department of Biomedical Engineering.

Julian M. Goldman, MD, of the Departments of Anesthesia and Critical Care and Biomedical Engineering, coordinated the commissioner's visit. "We are honored that the commissioner created time in his busy schedule to visit the MGH," says Goldman. "He was especially interested in seeing some of our best practices for clinical technology innovation in the OR and Biomedical Engineering." ●

**TOURING THE MGH:** *From left, Doug Dahl, MD, of Urology, von Eschenbach and Goldman*

# *MGH medical assistants help maintain office operations*

**Medical assistants** are vital clinical and administrative team members who help keep medical office operations running smoothly. They perform a range of important tasks, such as taking medical histories, recording vital signs, preparing patients for treatments and procedures and assisting physicians during examinations.

The special support that these staff members provide was recognized at the MGH during the week of Oct. 20 through 24 – National Medical Assistants Week. In recognition of the week, the MGH/MGPO Practice Support Unit, a department within the MGH/MGPO Practice Improvement Division, launched the first installment of its Medical Assistant Professional Development Series, an initiative that highlights skills development and reinforcement in clinical and nonclinical areas of the ambulatory practice.

During the seminar, Practice Support Unit staff members Lisa Susser, Training and Communications specialist; Alice Peck, RN, Ambulatory Quality and Safety nurse; and Sue Hunt, RN, CMA, Medical Assistant Program advisor; performed a short scenario in which a patient and medical assistant interact to demonstrate several obvious breaks in policy. Afterward, the medical assistant participants were asked to identify these breaks and offer solutions and preventative measures for these situations. In total, 50 medical assistants attended the two seminar sessions to learn about dealing with difficult situations on the job and celebrate their important roles within the MGH.

Feedback from the series included, "What a gratifying experience it was to be recognized and appreciated," and, "The follow-up discussion questions were great and very helpful to me in my work."

The next series installment will take place Dec. 2 and will focus on "Anticipation: Meeting Expectations." For more information about the Medical Assistant Professional Development Series, contact Susser at *lsusser@partners.org*.

**MEDICAL ASSISTANCE:** *Hunt, left, acts as a patient while Susser plays a physician during a skit to demonstrate handling difficult situations in the medical office.*

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE lecture**
MGH Senior HealthWISE will host "Stay Protected During the Holidays: Avoiding Scams and Theft" Nov. 13, from 11 am to noon in the Haber Conference Room. Randy Cipoletta of MGH Police and Security will be the speaker. For more information, call (617) 724-6756.

**PPD available over Internet**
The Partners Paging Directory (PPD) is now available over the Internet at *www.partners.org/ppd*. To access the directory, staff should enter their Partners username and password.

**DSC web seminar**
The MGH Disparities Solutions Center (DSC) will host a web seminar, "Improving Quality and Addressing Disparities: Accreditation Standards, Market-Strategies and Levers for Action" Nov. 20, from 3 to 4:30 pm. The seminar will focus on the development of accreditation standards and market strategies that foster the creation of ways to identify and address racial and ethnic disparities in health care and improve the care for culturally diverse populations. Guest speakers will be Amy Wilson-Stronks, MPP, CPHQ, principal investigator of the Joint Commission study "Hospitals, Language and Culture: A Snapshot of the Nation;" Jessica Briefer French, MHSA, senior consultant for Research and Analysis at the National Committee for Quality Assurance; and Leah Trahan, MPH, CHES, program analyst for the Center for Prevention and Health Services at the National Business Group on Health. For more information or to register, visit *www.mghdisparitiessolutions.org*.

**Ethics forum**
The MGH Ethics Task Force will offer "The Use of Noninvasive Ventilation Near the End of Life" Nov. 14, from noon to 1 pm in the Gray/Bigelow Sweet Conference Room. Robert Kacmarek, PhD, director of MGH Respiratory Therapy and co-author of one of the articles to be discussed, will present; and Alex Cist, MD, of Pulmonary and Critical Care and the Optimal Care Committee, will be the moderator. For more information, contact Cist at *acist@partners.org* or Ellen Robinson, RN, PhD, at *erobinson1@partners.org*.

**Lung cancer candlelight vigil**
In recognition of National Lung Cancer Awareness Month, Partners HealthCare and the MGH will join the Lung Cancer Alliance of Massachusetts for a "Shine a Light on Lung Cancer" candlelight vigil Nov. 20 at 6 pm at the Prudential Center's Boylston Plaza adjacent to the Hynes Convention Center. For more information, visit *www.lungcanceralliance.org/massachusetts*.

## IN GENERAL

*Women's Health* magazine has named two MGH doctors to its annual list of the top doctors in America for women. **Laura Riley, MD,** medical director of Labor and Delivery for the MGH's Vincent Obstetrics and Gynecology Service, ranked among the top obstetrics and gynecology specialists in the Northeast. **Jerrold Rosenbaum, MD,** chief of MGH Psychiatry, was named one of the top psychiatrists for women in the Northeast.

## *Thinking outside the box: MGH Clinical Innovation Retreat*

Approximately 50 MGH physicians, inventors, researchers, administrators and senior leadership attended a half-day Innovation Retreat hosted by Brit Nicholson, MD, MGH senior vice president and chief medical officer, Oct. 10 at the Hawthorne Hotel in Salem. The group explored opportunities for supporting the creative work that drives the continual improvement in patient care at the MGH. Participants discussed the needs of the MGH clinical innovation community and the resources and technologies available to meet those needs. Suzanne Sokal, MPH, of the Center for Quality and Safety, led participants in several novel brainstorming exercises.

Championed by Harry Demonaco, MS, of the Clinical Care Management Unit; Christiana Iyasere, MD, MBA, of the Department of Medicine; and Irina Erenburg, PhD, of Partners Research Ventures and Licensing; the retreat was the first step in establishing a multidisciplinary, collaborative community of innovators across the hospital. Retreat organizers are now working on the next steps, which will include an MGH innovation community website. Carl Blesius, MD, Michael Steigman, and Greg Estey, all of the Laboratory of Computer Science, currently are working on the first version of the website.

For more information or to become involved with innovation at the MGH, contact Demonaco at *hdemonaco@partners.org* or (617) 724-8253.

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by mail to the Public Affairs Office,
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November 14, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *Team effort truly makes a difference*

**Although Karla Leavenworth,** a 35-year-old mother, struggled with chronic back pain for which she had undergone multiple operations and taken many medications, she otherwise was in excellent health. The medication treatments for her back pain were complicated by the development of seizures, but these were well-controlled, and she was in good physical shape until one day in October 2007.

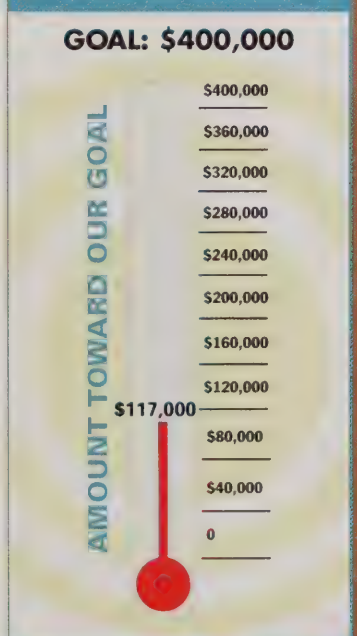
At her home in Springfield, Mass., Leavenworth began to experience what would be a prolonged series of seizures. As she continued to seize for nearly two hours despite large doses of anticonvulsant medications at her local hospital, Leavenworth's condition perplexed physicians. When she developed an overwhelming infection and organ failure, doctors made the lifesaving decision to transport her to the Neurocritical Care Unit at the MGH.

Under the direction of Lee H. Schwamm, MD, vice chairman of Neurology, Leavenworth's seizures were quickly and effectively treated, but her lung condition continued to spiral out of control and threatened her life. Schwamm and

*(Continued on page 2)*

**A THANKFUL PATIENT:** *Leavenworth, with her daughter, Taylor, and her mother and father, Janet and Bob Belli*

## Now more than ever.




United Way of Massachusetts Bay and Merrimack Valley

## Second week of United Way campaign begins

**The MGH** is midway through its annual campaign for the United Way of Massachusetts Bay and Merrimack Valley and has received $117,000 toward its goal of $400,000. Employees who are currently contributing to the United Way via payroll deduction also will be counted toward the total and do not need to submit a new pledge form unless they wish to make a change. All staff are encouraged to consider making a contribution to this worthy organization during the campaign, which runs through Nov. 21.

While the true reward for those who donate is the difference their gift makes in the lives of those supported by the United Way, this year's campaign includes many benefits to thank employees for their generosity. Among these, the Caring Club, a program offered by the United Way, offers savings and discounts at a number of local and national retailers. In order to be eligible, employees must pledge a minimum of $3 per week or $13 per month ($156 annually or as a one-time gift) to a United Way Targeted Fund or Community Fund.

Additionally, the MGH already has awarded dozens of prizes to employee donors, and two more drawings are yet to take place. Grand prizes include a Liberty Hotel stay and an LG 50-inch HDTV. The earlier in the campaign a contribution is made, the more chances there are to win. Also, employees seen wearing their "I Gave to the United Way 2008" pins will be eligible to win on-the-spot instant prizes.

For more information or to make a pledge online, visit *www.massgeneral.org/unitedway*. Pledge forms and dropboxes are located at the White, Gray, Simches and Yawkey lobbies; Employee Access Center, Bulfinch 107; CNY 149; and the Chelsea and Revere health care centers.

## — Team effort

*(Continued from page 1)*

colleagues had determined that a bacterial infection had invaded both of her lungs and spread to her vital organs. To address this, Schwamm enlisted the help of a multidisciplinary team of intensive care unit consultants from the departments of Medicine, Surgery, Anesthesia, Respiratory Care and Infectious Diseases.

When her body failed to respond to every known medical treatment for the lung injury, Schwamm and his team added David Lawlor, MD, of MassGeneral Hospital *for* Children's Pediatric Surgical Services, to the team. Lawlor agreed that there might be a way to give Leavenworth's body a fighting chance to recover – providing cardiac and respiratory support oxygen through extracorporeal membrane oxygenation (ECMO). The MGH/C is one of only two hospitals in New England to provide this lifesaving treatment, which typically is used to care for newborns lacking a fully functioning respiratory system. ECMO oxygenates and removes carbon dioxide from the patient's blood outside his or her body, allowing the heart and lungs time to strengthen.

"Ms. Leavenworth's pulmonary function had deteriorated to the point where maintaining even unacceptably low blood oxygen levels required unsustainable and harmful ventilator settings," says Lawlor. "Extracorporeal life support was her only option for survival."

"I am certain that with ECMO, Ms. Leavenworth's life was saved," adds Schwamm. "Once the machine took over, her improvement was miraculous. We are so grateful to the pediatric surgery team for being willing to make this bold attempt to save her life."

After ECMO treatment, Leavenworth's condition stabilized, and she gradually improved. She was transferred to the Respiratory Acute Care Unit, where intensive speech, physical, occupational and respiratory therapy enabled her to safely breathe and swallow on her own without the need of a ventilator.

Today, Leavenworth has nearly fully recovered and continues to work on her recuperation as an outpatient at the MGH. She credits the physicians, nurses, respiratory therapists, ECMO specialists and all of the others who cared for her for saving her life. "If these people hadn't done what they did, I wouldn't be here," she says gratefully. "There were so many people who came into play that I'll never be able to thank personally because I just don't remember them – I was in a coma. But I truly believe that the doctors and nurses and clinicians at Mass General are the best anywhere. They saved my life." ●

**TAILORED FOR SUCCESS:** *From left, Maria Hernandez of MGH Police and Security and Elizabeth Marie Speakman of HAVEN*

## *Coming together to help survivors of domestic violence*

**As part of** Domestic Violence Awareness Month in October, the MGH's Domestic Violence Working Group (DVWG) sponsored an event on behalf of Tailored For Success, Inc. (TFS). This nonprofit organization's mission is to increase the marketability of economically disadvantaged women, many of whom are survivors of domestic violence, by providing free business clothing and accessories. The DVWG hosted a business suit and accessories drive at the MGH to benefit TFS and increase awareness of domestic violence.

The drive took place Oct. 29 on the main campus as well as at the Chelsea, Revere, Charlestown and North End health care centers to gather new and gently worn business apparel. Approximately 1,500 items of clothing were collected from MGH employees from departments ranging from Vascular Surgery to Marketing to Biomedical Engineering.

The MGH DVWG is an interdisciplinary hospital group comprising representatives from HAVEN, the Partners Employee Assistance Program, MGH Police and Security, MGH Chaplaincy, the Center for Community Health Improvement, the Office of General Counsel, the Department of Nursing, the Social Service Department and the MGPO. For more information about TFS, visit *www.tailoredforsuccess.org.* ●

## MGH again ranked among best places to work in academia

**Once again,** the MGH has been ranked among the top 15 places to work in academia by *The Scientist*, a magazine for life science professionals. For the past six years, *The Scientist* has conducted the Best Places to Work in Academia reader survey, and this year's top institutions "give researchers more than a place to do great science. They offer the opportunity to nurture, and be nurtured in return."

More than 2,300 readers responded to the web-based survey to develop the list of the 2008 top 40 U.S. institutions and top 10 international institutions. The MGH is the only Massachusetts institution ranked among the top 15 this year. In 2007, the MGH ranked first among U.S. institutions.

MGH HOTLINE



## Ribbon-cutting: AstraZeneca Hope Lodge Center opens

**Located at the site** of the former Vincent Memorial Hospital at 125 South Huntington Ave. in Jamaica Plain, the AstraZeneca Hope Lodge Center in Boston, a program of the American Cancer Society (ACS), offers cancer patients and their families who must travel to Boston for medical treatment free lodging in 40 new and spacious private suites, support services and transportation to treatment, all in a sharing environment. The program marked its opening Oct. 29 at a ribbon-cutting ceremony with special guests including Peter L. Slavin, MD, MGH president; James J. Mongan, MD, president and chief executive officer of Partners HealthCare; Mayor Thomas M. Menino; and leaders from BWH, ACS, Dana-Farber Cancer Institute (DFCI) and AstraZeneca.

The $27 million project features 48,000 square feet of renovated and new space and offers patients and families private rooms, shared cooking and dining areas, a library and a small screening room. The MGH, BWH and DFCI each have donated between $2 and $2.5 million dollars for the project. The facility is the first Hope Lodge in Boston and the second in Massachusetts to provide a comfortable and supportive homelike environment to help ensure that more patients are able to access Boston's world-class cancer care at hospitals such as the MGH.

**GRAND OPENING:** *Slavin, fourth from right, joins other special guests at the Hope Lodge dedication.*

## *Saluting employee heroes*

**Enlisting in** the U.S. Navy in 1966 was a clear decision for Christopher Sorrento. "It's simple. It's about service to your country," he says. An MGH carpenter for the past 29 years, Sorrento was stationed for 13 months in Vietnam's Mekong Delta as part of the "brown water navy" – so called because the division patrolled the dark canals and waterways of Vietnam. This Nov. 11 – the 90th anniversary of the signing of the armistice ending World War I – Sorrento was among the brave men and women honored by the MGH as the hospital paid tribute to employee veterans during a luncheon held in honor of Veterans Day. There are 247 MGH staff members who are veterans of the armed forces, and five employees who currently are on active duty.

**HONORING VETERANS:** *Slavin, right, presents Sorrento with his pin.*

The event opened with Jeff Davis, senior vice president for Human Resources, introducing Peter L. Slavin, MD, president of the MGH. "Not only do so many of you give selflessly on a daily basis caring for our patients, but you have made an incredible commitment to the nation and have protected and served millions of your fellow citizens," said Slavin. Gregg Meyer, MD, senior vice president for the Center for Quality and Safety and himself a veteran of the Air Force, then addressed his fellow veterans: "It is not surprising to me that so many of you have not only served in the armed forces, but also have spent your careers in health care here at the MGH. Both are about service to others and putting your own ambitions second." He closed his remarks by reading the poignant poem, "It Is the Soldier." Slavin and Meyer ended the program by presenting each individual with a pin commemorating his or her service.

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: an "Autumn Fitness" exercise class Nov. 20, from 11 am to noon at the Clubs at Charles River Park with lunch served from noon to 1 pm; a book club discussion of "Amazing Grace" Nov. 20, from 3 to 4 pm at the West End Library; and hypertension screenings Nov. 24, from 1:30 to 2:30 pm at the West End Library. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

**New name and location for Registrar/Credentialing**
The MGH Registrar/Credentialing Office has changed its name to the MGH/MGPO Medical Staff Office and is now located at 50 Staniford St., Suite 1002. For more information, contact Joan Silverman at (617) 724-3261 or *jsilverman1@partners.org*.

**Call for nominations**
The Harvard Medical School (HMS) Office for Diversity and Community Partnership is accepting nominations for the 2008-2009 A. Clifford Barger Excellence in Mentoring Award, the William Silen Lifetime Achievement in Mentoring Award and the Young Mentor Award. The awards honor HMS and Harvard School of Dental Medicine faculty members who have provided sponsorship, encouragement and support for the career and personal development for other faculty, trainees and students. To submit a nomination online, visit *www.mfdp.med.harvard.edu/mentoringawards*. The deadline is Dec. 5. For more information, contact Rebecca Poe at *rebecca_poe@hms.harvard.edu*.

**"Compassion and Resilience" photographic exhibit**
"Compassion and Resilience," an exhibit featuring the photographs of Steven Gardner, MD, of MGH Beacon Hill Associates, will open Nov. 21 at the Gallery at the Boston Private Bank & Trust, 10 Post Office Square, Boston. A recipient of the MGH Kendall Fellowship for Primary Care, Gardner spent 12 weeks at the MGH taking photos of doctors, nurses and others to capture the bonds that often are born from the patient-caregiver relationship. The exhibit will run through Dec. 31.

## New intranet is launched

**This week** the MGH Public Affairs Office officially launched a redesigned MGH Intranet, which is a vital resource for the entire hospital community. Available at *http://intranet.massgeneral.org*, the site features an easy-to-navigate format and timely content, including links to employee resources, event listings, news items and more. New updates are posted to the site regularly, so all staff members are encouraged to check the site for the latest employee information.

For more information or to share feedback about the new site, contact Therese O'Neill at (617) 724-2753 or *taoneill@partners.org*.

## IN GENERAL

**J. Rodrigo Mora, MD, PhD,** of the MGH Gastrointestinal Unit in the Department of Medicine, has received the Howard M. Goodman Fellowship from the MGH Executive Committee on Research. The fellowship honors Howard M. Goodman, PhD, who founded the MGH Department of Molecular Biology in 1982 and served as its chief until 2004. Mora was selected from among 28 applicants and will receive $150,000 per year for two years, which he will use to further his research of dendritic cells in the gastrointestinal (GI) tract to suggest new therapeutic avenues for inflammatory bowel disease and other conditions.

**Rochelle Walensky, MD, MPH,** of the Infectious Disease Unit, has received the 2008 Emerging Leader in HIV Research Award from the HIV Medicine Association (HIVMA). The award honors a junior to mid-career HIVMA member who has made outstanding contributions to HIV medicine in basic or clinical research through innovation and originality. Recipients must also demonstrate significant independent research and productivity. Walensky's work focuses on the impact and cost effectiveness of voluntary HIV testing and has made a significant impact on HIV policy in the United States.

**Malissa Wood, MD,** of the MGH Cardiology Division, was honored by the American Heart Association at the organization's Heart of Our Mission awards reception. She and five others were recognized for their commitment to building healthier lives, free of cardiovascular disease and stroke. A dedicated advocate for women's heart health issues, Wood helps lead the Elizabeth Anne and Karen Barlow Corrigan Women's Heart Health Program at the MGH.

The New England Surgical Society recently honored **Deepika Nehra, MD,** and **Elizabeth Sailhamer, MD,** both of the MGH Department of Surgery, with awards in its annual Resident Essay Prize Competition. Nehra received first place for her paper, "Extracorporeal Membrane Oxygenation for Non-Neonatal Acute Respiratory Failure: The Massachusetts General Hospital Experience from 1990 to 2008," and Sailhamer placed second for her paper, "Fulminant Clostridium Difficile Colitis: Patterns of Care and Predictors of Mortality."

## Submit news tips and story ideas to the *MGH Hotline*

**Contact:**
**Suzanne Kim, editor, at (617) 726-0275;**
**Therese O'Neill, assistant editor, at (617) 724-2753;**
**Aldona Charlton, designer, at (617) 726-7539;**

**by fax to (617) 726-7475;**

**by e-mail to *Hotline@partners.org* or**

**by mail to the Public Affairs Office,**
**50 Staniford Street, Suite 830**
**Boston, MA 02114.**

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November 21, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *MGHfC residents emerge victorious in Pediatric Bowl*

**MassGeneral Hospital *for* Children** (MGH*f*C) residents were declared this year's winners of the local Pediatric Bowl – a competition much like the game show *Jeopardy* – at the American Academy of Pediatrics (AAP) Conference held at the Hynes Convention Center in Boston Oct. 11 through 14. MGH*f*C residents Michele Duke, MD; Peter Moschovis, MD; Kevin Schwartz, MD; Emmett Schmidt, MD; and Bradley Monash, MD, managed a dramatic victory against competitors from Tufts Floating Hospital for Children and the Combined Residency Program of Children's Hospital Boston and Boston Medical Center by naming eight of the "deadly dozen" diseases on the rise in the age of global warming.

**PEDI BOWL CHAMPIONS:** *From left, Duke, Monash, Moschovis, Schwartz and Schmidt*

"It was truly a comeback for the ages, a triumphant victory in the annals of a friendly cross-town rivalry," says Monash. "The MGH*f*C contestants made their move from behind and won in the final round."

The AAP National Conference and Exhibition is an annual event that brings together pediatricians from around the country for seminars and various activities. The Pediatric Bowl is considered by some to be the National Spelling Bee of child health knowledge and matches the wits of pediatric residents in the areas of visual diagnosis, creative thinking, and pediatric and general medical knowledge. ●

## Medford Police and Fire rally around MGH*f*C patient

**When 3-year-old** Alyssa Cassarino of North Reading, Mass., became ill with leukemia, she didn't have to face her fight alone. The daughter of Officer Frank Cassarino of the Medford Police Department, Alyssa and her family received an outpouring of support from the city's local police and fire departments. Each September, the two departments compete against one another in a charitable softball game, and this year they decided to donate a portion of the proceeds to the Pediatric Hematology-Oncology Unit at the MassGeneral Hospital *for* Children (MGH*f*C), where Alyssa is being treated. Raising more than $3,500, the group was able to purchase toys, books and DVDs for patients at the clinic. On Oct. 29, members of both departments along with Alyssa; her sister, Samantha; her mother, Jen; and Frank visited the clinic to personally deliver the items.

**OUTPOURING OF SUPPORT:** *Medford Police and Fire department representatives and the Cassarino family donate gifts to the MGHfC.*

"We chose the Pediatric Hematology-Oncology Unit because of the truly wonderful work that they perform on behalf of children with cancer," says Officer Jack Buckley, who organized the police department's donation. "Their dedication and devotion to a family-centered clinic truly make the organization worthy of our support."

# *In memoriam: Gordon L. Brownell, PhD*

**Gordon L. Brownell, PhD,** an honorary physicist with the MGH Department of Radiology, died Nov. 11 following a long illness. He was 86 years old.

A pioneer in his field, Brownell was renowned for his role in developing positron imaging and positron emission tomography (PET). In 1950 – the same year he joined the MGH as an assistant physicist – he and the late William H. Sweet, MD, DSc, former chief of the MGH Neurosurgery Service, developed the first positron imaging device for medical use. This work helped lead to the creation of the modern PET scanner, a noninvasive device for examining cellular function that aids the diagnosis and treatment of a variety of diseases.

Brownell received his undergraduate degree in Physics from Bucknell University in 1943 and his doctorate from the Massachusetts Institute of Technology (MIT) in 1950. During World War II, he served with the U.S. Navy Research Group to develop acoustic devices to detect deep sea mines. Brownell was a professor *emeritus* in the Department of Nuclear Engineering at MIT and also held academic appointments at Harvard Medical School. Among his many honors, he was a member of the Institute of Medicine of the National Academy of Sciences, an honorary fellow of the American College of Nuclear Medicine and a director and fellow of the American Nuclear Society.

Brownell is survived by his wife Anna-Liisa, PhD, of the MGH Department of Radiology; his six children; and seven grandchildren. Funeral services were held Nov. 15. Gifts in his memory can be sent to the Gordon L. Brownell Scholarship Fund for the Advancement of Physics, c/o Salem Five Bank, Acct. #773048947, 210 Essex St., Salem, MA 01970.

**MGH LEADERS:** *Attendees learn about the offerings of the MGH Leadership Academy.*

# *Leadership Academy hosts open house*

**The MGH Leadership Academy** hosted its fall open house Oct. 29, offering managers and supervisors an opportunity to learn about the academy's latest course offerings, meet with instructors and network with other managers. Launched in February 2005 with nine courses, the academy has grown to 25 classes and 29 instructors in less than four years. Sponsored by MGH Training and Workforce Development, the Leadership Academy builds its course curriculum around five pillars that the MGH has defined as part of every manager's priorities: people management, process management, financial management, communication management and leadership. Its mission aims to define the standards of competency for MGH managers and leaders and provide continuing education opportunities for managers to meet those competencies.

For more information about the Leadership Academy, visit *www.massgeneral.org/leadershipacademy.* ●

## SavePower! expands

**Since March,** the energy conservation program SavePower! has been used at the MGH, placing computer monitors into standby mode when inactive for 30 minutes. Beginning Dec. 1, this initiative will expand to computers and rollout over a two-week period. Clinical workstations and Macintosh computers will not be affected.

SavePower! requires a one-time reboot of each computer. Then, at 7:30 pm daily, if the machine is logged in and not in use, a timer will start. If the machine remains unused for 30 minutes, the logged-in user will be logged out. At 8 pm, the machines will be placed in standby. To awaken the workstation, employees should touch the mouse or keyboard and enter their username and Partners password. At the end of the workday, employees should log out of their computers as follows:

- Save open documents and files.
- Close applications.
- Click the yellow lock icon in the lower right taskbar.
- Click the new user button.

For more information, visit *http://savepower.partners.org* or call the Help Desk at (617) 726-5085.

MGH HOTLINE



# Dan Crane Beach Walk benefits MGH Cancer Center

**When Dan Crane** of St. Petersburg, Florida, was diagnosed with lung cancer, he and his wife Janet did not hesitate to seek out the best available cancer treatment at the MGH Cancer Center. Under the care of Panos Fidias, MD, Dan took part in an innovative clinical drug trial for a drug which targets the epidermal growth factor receptor (EGFR) and has been effective in extending the lives of some individuals with particular types of lung cancers.

Although Dan benefited greatly from the drug, he, like others, eventually developed resistance to its effects. He died Sept. 28, 2007, surrounded by his family and loved ones.

To help champion research into EGFR inhibitors and help extend the lives of countless other cancer patients, Janet took on the goal of honoring her husband's memory by establishing the Dan Crane Beach Walk, a 5K walk at both Hampton Beach, N.H. and St. Petersburg. The inaugural event took place Sept. 28, the one-year anniversary of Dan's death, with more than 200 walkers participating.

To date, $171,410 has been raised to establish The Dan Crane Lung Cancer Research Fund at the MGH Cancer Center. The fund supports the clinical and research priorities of the work of Jeffrey Engelman, MD, PhD, and his team of MGH researchers, who hope to identify the mechanisms of drug resistance behind certain beneficial cancer drugs to prolong their effectiveness for patients like Dan.

**WALKING IN LOVING MEMORY:** *Janet and her four grandchildren, Danielle and Jackson Crane and Zachary and Charlotte Rinaldi at the Dan Crane Beach Walk.*

"When I started planning the Dan Crane Beach Walk last year, I wanted it to be a fitting memorial to Dan," says Janet. "It was, though, much more than that. It was an event, in Hampton and St. Petersburg, that brought Dan's life to a wonderful conclusion, filled with love, life and hope. We were thrilled to donate over $170,000 to help the MGH Cancer Center, Dan's clinician, Panos Fidias, and his team take the search for the cure for lung cancer one step further." ●

# Bringing women leaders together

**Women leaders** from across the MGH and the MGPO gathered for an evening of networking and collaboration Oct. 23 during the first MGH Women in Leadership event. Sponsored by MGH Human Resources, the MGH Center for Faculty Development (CFD) and the MGPO Professional Billing Office, the event is the first in a series intended to create opportunities for women leaders to network, build relationships and share stories about their experiences. More than 100 women leaders attended.

**WOMEN LEADERS:** *Guests at the MGH Women in Leadership event network and share their experiences.*

The highlight of the program was guest speaker Lynn Wiatrowski, executive vice president and national sales performance executive for Healthcare, Institutions and Government at Bank of America. Wiatrowski described her climb up the career ladder, sharing both her positive experiences and her lessons learned. She stressed the need for women leaders to take an active role in networking and building relationships, describing it as "the single most important thing you can do for yourself."

For more information about the series or future events, e-mail *womeninleadership@partners.org.* ●

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MGH HOTLINE



## WHAT'S HAPPENING

**Change in *Hotline* schedule**
Due to the Thanksgiving holiday, *MGH Hotline* will not be published Nov. 28. The regular printing schedule will resume Dec. 5.

**Presentation on incidental research findings**
The MGH Clinical Research Program is sponsoring "Incidental Findings in Clinical Research: Ethical and Regulatory Considerations" Dec. 10, from 3:30 to 5 pm in the Simches Research Center, Room 3110. Steven Joffe, MD, of the Dana-Farber Cancer Institute, will present. To register, visit *http://hub.partners.org.* For more information, call Suzanne Guerette at (617) 724-2900.

**Presentation on case law and the IRB**
The MGH Clinical Research Program and the Human Research Committee are co-sponsoring "Who Tells the IRB What to Do? The Effects of Case Law on Research Regulations and Oversight" Dec. 8, from 2 to 4 pm in the Simches Research Center, Room 3110. Pearl O'Rourke, MD, and Deb Barnard, both of Partners Research Management, will present. To register, visit *http://hub.partners.org.* For more information, call Suzanne Guerette at (617) 724-2900.

**Joint Commission intranet now available from Start button**
Employees now can access the Excellence Every Day intranet site, a comprehensive internal Joint Commission preparation website, from the Start button on all MGH workstations. To launch this feature, users initially must log off and on under "New User." After logging in, the link automatically will be found by selecting: Start > Partners Applications > Joint Commission Web Site – MGH. The site also is available at *http://intranet.massgeneral.org/excellenceeveryday.*

**Global Health Grand Rounds**
As part of the Global Health Grand Rounds, the MGH Division of Global Health and Human Rights and the MGH Department of Emergency Medicine will host "Re-evaluating the AIDS Industry's Sacred Cows" Dec. 2, from 4:30 to 6 pm in the Ether Dome. Elizabeth Pisani, PhD, journalist, epidemiologist and author of "The Wisdom of Whores: Bureaucrats, Brothels and the Business of AIDS," will be the guest speaker. For more information, contact Roy Ahn at *rahn@partners.org.*

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: hypertension screenings Dec. 1, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St.; an interactive workshop, "On the Road to Better Managing Diabetes" Dec. 3, from 11 am to noon at the West End Senior Center, 150 Staniford St., Suite 9, with guest speaker Diane Connor, RN, MS, CDE, Senior HealthWISE wellness nurse; and a lecture, "Anxiety Disorders: Diagnosis and Treatment" Dec. 4, from 11 am to noon in the Haber Conference Room with guest speaker Elizabeth Hodge, MD, of the MGH Center for Anxiety and Traumatic Stress Disorders. Registration is required for the diabetes workshop. For more information or event registration, call (617) 724-6756.

**R. William Gange Lecture**
The MGH Wellman Center for Photomedicine will host the annual R. William Gange Lecture, "*New England Journal of Medicine* Clinical Pathological Conference," Dec. 4, at 5:30 pm in the Simches Research Center, Room 3110. A reception will begin at 5 pm. Charles Taylor, MD, of the MGH Department of Dermatology, will present. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

**Irvin Blank Lecture**
The MGH Wellman Center for Photomedicine will host the annual Irvin H. Blank Commemorative Lecture, "Current and Future Clinical Applications of Stem Cells for Tissue Repair and Regeneration" Dec. 3, from 5:30 to 6:30 pm in the Simches Research Center, third floor. A reception will be held from 6:30 to 8 pm. Dennis Roop, PhD, of the University of Colorado Denver, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org.*

**MGH Research Symposium**
The Third Annual MGH Research Symposium at Simches, "From Models and Molecules to Medicine: Research in Infectious Disease and Cancer," will take place Nov. 25, from 8:30 am to 4:30 pm in the Simches Research Center, third floor. The event, featuring talks by 13 MGH investigators and a poster session on the second floor, is designed to allow researchers from all disciplines and all areas of MGH learn about their colleagues' work. For more information and a schedule of talks, contact Peter Bowler at (617) 726-3662 or *pbowler@partners.org.*

## IN GENERAL

**Adam S. Feldman, MD,** of the MGH Cancer Center and the MGH Department of Urology, has received one of the Prostate Cancer Foundation's 2008 Young Investigator Awards. Designed to aid innovative researchers in pursuing prostate cancer research, the awards provide recipients $75,000 annually for three years and include a separate match from the winner's institution. Feldman is exploring a noninvasive method for identifying prostate cancer biomarkers in urine, an effort aimed at improving the detection and prognosis of the disease. His co-mentors are Matthew Smith, MD, PhD, of the MGH Cancer Center, and Bruce Zetter, PhD, of Harvard Medical School.

**Submit news tips and story ideas to the *MGH Hotline***

**Contact:**
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**Therese O'Neill, assistant editor, at (617) 724-2753;**
**Sarah Arenstein, intern, (617) 643-3865;**
**Aldona Charlton, designer, at (617) 726-7539**

**by fax to (617) 726-7475;**

**by e-mail to *Hotline@partners.org* or**

**by mail to the Public Affairs Office,**
**50 Staniford Street, Suite 830**
**Boston, MA 02114.**

***www.massgeneral.org/news/***

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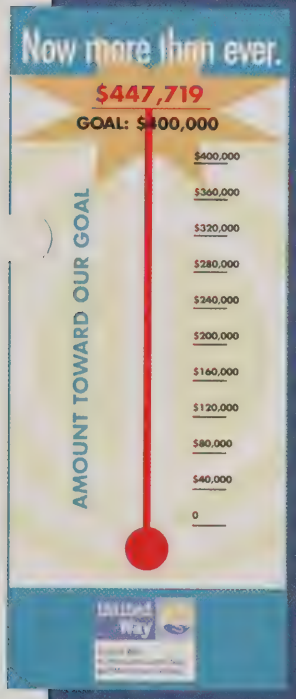
December 5, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## United Way campaign a success

**Thanks to** the incredible generosity of MGH employees, the hospital has succeeded in raising $447,719 during the annual campaign for the United Way of Massachusetts Bay and Merrimack Valley, surpassing the fundraising goal of $400,000 and increasing last year's contributions by $70,000. Additionally, employee participation throughout the two-week campaign – held Nov. 6 through 21 – increased an impressive 53 percent from last year's effort.



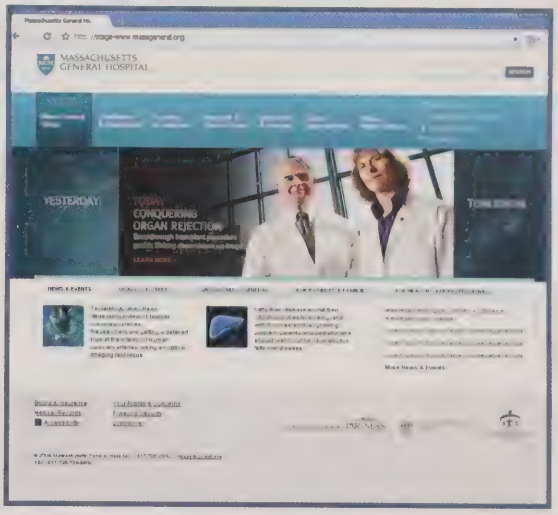

"This was a tough year financially to ask employees to give, and yet MGH staff recognized that the current financial climate has created an even greater need for support services and resources in our communities," says Andrea Beloff, senior administrative director for Radiation Oncology and co-chair of the campaign with Gregg Meyer, MD, senior vice president for the Center for Quality and Safety. "And they responded to those needs by sharing their own resources with others. Once again, the MGH community has shown its collective compassion and generosity."

Although the campaign has officially ended, MGHers who have not yet donated can still make a contribution to this worthy cause. Pledges can be made online at *http://intranet.massgeneral.org/unitedway.*

## *The MGH debuts new website*

**This month** the MGH is set to launch a new hospital website, offering users easy access to the latest information about the MGH's world-class services, treatment programs, research, career opportunities and more. The first phase of the new site, which goes live mid-December, will be available at *www.massgeneral.org.*

Developed by MGH Marketing, Partners Information Systems and consulting group IconNicholson, the new website differs from the current version in several important ways. First, it features improved technology and design, incorporating engaging visuals, multimedia and custom photography; an easier-to-navigate format; and an improved search function. The new site is built upon an upgraded technology platform that allows employees to publish content after completing a single training class. Content will be added to the site through a simple, web-based content management system, eliminating the need for Dreamweaver software. Additionally, the site will be powered by one database shared throughout the hospital, allowing departments to share and display content such as medical conditions and diseases, news articles, physician profiles and more.




**THE SITE WILL BE POWERED BY ONE DATABASE SHARED THROUGHOUT THE HOSPITAL.**

The first phase of the launch includes the pages for many of the MGH's clinical, research and administrative centers, departments, divisions, labs, programs and offices. Existing websites that are not part of the first phase will be linked from the new website. These departments are encouraged to take part in the second phase, which begins in January and continues through the spring and summer of 2009. Any department that has not yet migrated its current website to the new format or would like to build its first web page should contact Shawn Gross, senior interactive marketing manager, at (617) 726-6838 or *smgross@partners.org* to confirm its participation in the second phase and employee enrollment in training classes.

In order to facilitate the transition to the new site, MGH Marketing will be hosting a series of hospitalwide training classes for web authors beginning in January. Any employee who has not yet participated can register in PeopleSoft by visiting *http://ibridge.partners.org* and selecting the following: HRMS Production > Self Service > Tasks > Request Training Enrollment > Search by Course Code and then entering "ITEAM."

For more information about the new site or project updates, visit *http://icommunity.massgeneral.org.* Additional updates will be available in future issues of *MGH Hotline* and by broadcast e-mail. ●

## *Seniors enjoy health fair*

**Pilates, nutrition counseling,** massage therapy and more: there was something for everyone at the Nov. 5 Experience the Difference: Complementary Health Fair. Co-hosted by MGH Senior Health, MGH Senior HealthWISE and Beacon Hill Village, the free event was held in the Thier Conference Room and open to seniors age 60 years and older.

The event opened with keynote speaker Rana Chudnofsky, MEd, director of the Education Initiative at the Benson-Henry Institute for Mind Body Medicine at MGH, who discussed the mind-body connection during her presentation, "Calming Your Body, Quieting Your Mind." Following the formal presentation, seniors then enjoyed hands-on demonstrations, participating in activities such as reiki, acupuncture, tai chi and therapeutic touch.

For more information about upcoming MGH Senior HealthWISE activities, call (617) 724-6756. ●

**CONTINUED GOOD HEALTH:** *Visitor Arthur Snyder learns about the benefits of reiki from Barbara Dunnermuth, a certified reiki master.*

## *Jain inducted into American Academy of Arts and Sciences*

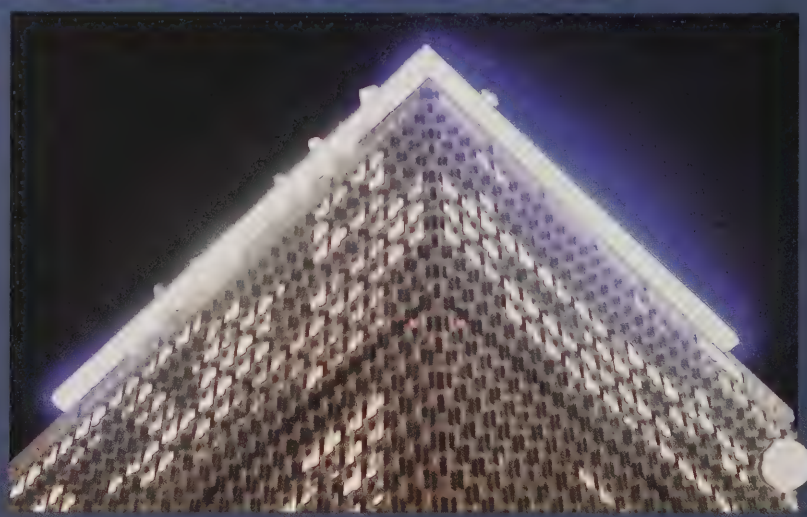
*Jain*

**Rakesh Jain, PhD,** director of the Steele Laboratory at the MGH, has been inducted into the 228th Class of Scholars of the American Academy of Arts and Sciences (AAAS). Jain was welcomed into the prestigious organization at a special ceremony Oct. 11.

Founded in 1780, the AAAS honors excellence each year by electing to its membership the finest minds and most influential leaders of the day. The organization draws on its distinguished membership to address critical social and intellectual issues through studies, publications, meetings and symposia. The 190 new fellows and 22 new foreign honorary members are leaders in scholarship, business, the arts and public affairs. They come from 20 states and 15 countries, and range in age from 37 to 86. The new members represent universities, corporations, museums, research institutes, media outlets and foundations. ●

## The fight against lung cancer lights up Prudential Tower

**Hundreds of individuals** supporting the fight against lung cancer joined special guests from the MGH, the Massachusetts chapter of the Lung Cancer Alliance, WCVB-TV's Heather Unruh, and state public health and public policy leaders for a touching candlelight vigil at the Prudential Center Courtyard Nov. 20. MGH Cancer Center physician Jennifer Temel, MD, served as a guest speaker at the event, which was held to honor all of those touched by the disease. A highlight of the evening was the lighting of the Prudential Tower to raise awareness for lung cancer and a reading of a list of names of lung cancer survivors and those lost to the disease.



**SHINING A LIGHT:** *The Prudential Tower was brightly lit for lung cancer awareness.*

## *Facelift for basement hallways*

**In mid-December,** the MGH will begin renovating the basement hallways in a series of weekend construction projects that will run through February. The plans for the spruced up hallways include a brighter, more consistent look and feel throughout the public corridors of the Ellison, White, Gray-Bigelow, Blake and Wang buildings. Workers will install new floors and ceilings as well as paint walls with accent colors and install new finishes to help make navigating the hallways easier and more pleasing. Each weekend, a section of the basement corridor will be closed from Friday at 7:30 pm to Monday at 5 am. A weekly construction update will be distributed via all-user e-mail, and alternate route signs will be posted each Friday. The first weekend project is slated to begin Friday night Dec. 12 in the Wang lower level corridor. For general project information or concerns, contact Ed Raeke, project manager and director of Materials Management, at (617) 726-3686. For operational questions or concerns during weekend construction, contact Craig Murray, project construction manager, at (617) 653-0253. ●

**INTERNATIONAL VISIT:** *From left, Cusack, Attar, Busse, Cashavelly and Vest*

## *MGH Cancer Center staff visit Kazakhstan*

**A multidisciplinary team** from the MGH Cancer Center recently traveled to Kazakhstan's capitol Astana to work with the city's Department of Health to improve the oncology services at a local hospital. The invitation was facilitated through the Partners International Program, which has been working with the Kazakhstan government to improve health care in the former Soviet republic.

The MGH Cancer Center team comprised Eyal Attar, MD; James Cusack Jr., MD; Paul Busse, MD, PhD; Barbara Cashavelly, RN; and Kevin Vest. The team primarily stayed in Astana for a week.

The MGH visitors shadowed their counterparts in several areas of the hospital and participated in patient consultations and several surgical procedures. Of their visit, Attar says, "The trip was a very valuable experience. I hope our input will help our colleagues in Kazakhstan enhance and modernize their medical system, and we look forward to possible collaborations in the future."

The MGH Cancer Center team hopes to further the relationship when members of the Kazakhstan health care team visit the MGH in the coming months. For more information about the trip, contact Vest at *kvest@partners.org*. ●

## MGH*f*C Recreational Therapy Group holds first events

**In an effort** to bring together pediatric patients and families who use the MassGeneral Hospital *for* Children (MGH*f*C) outpatient Coordinated Care Clinic (CCC), a service that provides continuity of care for pediatric patients with two or more diagnoses, MGH social worker Shellie Leger, and Sandra Clancy, CCC family liaison, created the Recreational Therapy Group. The group offers MGH*f*C patients between the ages of 6 and 12 and their siblings and parents an enjoyable social experience outside of the hospital.

Each month, the children and their families participate in an entertaining activity at a local venue. In October, the group launched its inaugural event with a musical concert and brunch, hosted by Sally O'Brien's Grill in Somerville, Mass. The Muffintops, a musical group formed by Leger, performed children's songs, and a juggler, Mr. Peaches, entertained the kids.

In November, the Recreational Therapy Group members enjoyed a day at a yoga studio in Natick, Mass. While the children participated in a therapeutic movement workshop offered by MGH social work intern Felicia Texiera and Leger, parents took part in a free yoga class offered by Clancy. Six families participated.

The MGH*f*C Coordinated Care Clinic provides comprehensive, integrated and coordinated care for the MGH*f*C's medically complex patients. Clinic staff members provide transitional outpatient care for children with complex diagnoses by coordinating medical appointments, equipment, medications and other resources.

For more information about the Recreational Therapy Group or the Coordinated Care Clinic, contact Leger at *slger@partners.org*.

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MGH HOTLINE



## WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a "Get Warm, Stay Fit" exercise class Dec. 11, from 11 am to noon at the Clubs at Charles River Park with lunch served from noon to 1 pm; and hypertension screenings Dec. 15, from 1:30 to 2:30 pm at the West End Senior Center, 150 Staniford St., Suite 9. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

**Eldercare discussion group**
The Partners Employee Assistance Program will host its monthly eldercare discussion group Dec. 9, from noon to 1 pm in the Yawkey Center, Room 7980. Janet T. Loughlin, LICSW, will be the facilitator and Barbara Moscowitz, LICSW, will be the guest speaker. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

**Volunteer Pin Week**
During Volunteer Pin Week Dec. 8 through 12, the MGH Volunteer Department will honor MGH volunteers who have reached service milestones. Volunteers who have donated 100, 500, 1,000 or 2,000 or more service hours will receive pins signifying their accomplishments. For more information, contact Meghan Fitzgibbons at (617) 726-8540 or *mfitzgibbons@partners.org*.

**BHI health and fertility program**
The Benson-Henry Institute (BHI) for Mind Body Medicine at MGH will offer a 10-week Mind Body Program for Health and Fertility beginning Jan. 5 to help and support to women experiencing infertility. Pre-registration is required. For more information or to register, contact Sue Clough at (617) 643-6054 or *sclough@partners.org*.

**BHI peri/menopause program**
The Benson-Henry Institute for Mind Body Medicine at MGH will offer a nine-week Mind Body Program for Peri/Menopause beginning Jan. 15 to provide women with self-care alternatives to deal with the symptoms of menopause. For more information or to register, contact Sue Clough at (617) 643-6054 or *sclough@partners.org*.

**Submit news tips and story ideas to the *MGH Hotline***

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**Therese O'Neill, assistant editor, at (617) 724-2753;**
**Sarah Arenstein, intern, (617) 643-3865;**
**Aldona Charlton, designer, at (617) 726-7539;**

**by fax to (617) 726-7475;**

**by e-mail to *Hotline@partners.org* or**

**by mail to the Public Affairs Office,**
**50 Staniford Street, Suite 830**
**Boston, MA 02114.**

***www.massgeneral.org/news/***

***MGH Hotline* is published weekly by the MGH Public Affairs Office.**

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## IN GENERAL

**Patricia Coughlin,** MGH clinical instructor in Medical Imaging, recently was honored during the annual Minnie Awards, which are hosted by the website *AuntMinnie.com* and recognize excellence in radiology. Coughlin was the winner in the category of "Most Effective Radiologic Technologist Educator." *AuntMinnie.com* is a community site for radiologists and other professionals in the medical imaging industry.

**Marcela del Carmen, MD,** of the MGH Vincent Obstetrics and Gynecology Service, was named a finalist for the Compassionate Caregiver Award by the Kenneth B. Schwartz Center. Now in its tenth year, the award recognizes a Massachusetts caregiver who best personifies the mission of the Schwartz Center to "support and advance compassionate health care in which caregivers, patients and their families relate to one another in a way that provides hope to the patient, support to caregivers and sustenance to the healing process." Originally from Nicaragua, del Carmen holds a weekly clinic for Latina women and has made many trips to her native country, providing state-of-the-art care for the underserved. Her research focuses on minority women and the barriers they face accessing health care.

The New England Coalition for Cancer Survivorship has selected **Gwen Mitchell, LPN,** of the MGH Cancer Center, as the recipient of the Lorin Lavidor Caregiver of the Year Award. Selected by patients and families from area cancer centers, the award recognizes Mitchell's counsel and reassuring presence during and after patients' visits, as well as participation in various cancer fundraising events.

For the fourth year, a paper by **Elizabeth Sailhamer, MD,** of the MGH Department of Surgery, has been selected the winner in the American College of Surgeons' (ACS) Residents Trauma Papers Competition. Sailhamer presented the paper "Histone deacetylase inhibition: A novel treatment for lethal septic shock," at the ACS Committee on Trauma New England regional meeting.

**Andrew L. Warshaw, MD,** MGH surgeon-in-chief, has been elected president of the American Pancreatic Association, an organization that brings together clinicians and researchers focused on diseases of the pancreas.

The American Society of Mechanical Engineers recently awarded a CIMIT-supported research team from the MGH and Massachusetts Institute of Technology (MIT) a first place award, worth $10,000, at its annual Innovation Showcase. The group – headed by **Rajiv Gupta, MD, PhD,** of the MGH Heart Center and Neuroradiology Division; and Alex Slocum, PhD, of MIT – was honored for its work on Robopsy, a remotely controlled robot that aids in image-guided percutaneous medical procedures. The device inserts a tiny probe into a tumor or other abnormality visible on an imaging study, allowing clinicians to perform both diagnosis and treatment with pinpoint accuracy.

December 12, 2008

# MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *A decade of progress: Revere CARES at 10*

**Ten years ago,** drug and alcohol abuse among youth in the Revere community was growing at an alarming rate. In the middle schools, 59 percent of students reported smoking cigarettes at least once. At the high school level, 51 percent of students were current alcohol drinkers, and 14 percent were binge drinkers. Today, the picture is very different – and much more promising. Fifty percent fewer middle school students have tried smoking, the number of current high school drinkers has decreased by 17 percent, and frequent binge drinking has been reduced by 50 percent. At the heart of much of this progress is the community coalition Revere CARES (Community Awareness, Resources and Education to Prevent Substance Abuse), a group dedicated to reducing and preventing substance

*(Continued on page 2)*

**TEN YEAR MILESTONE:** *From left, Ambrosino; Reardon; Eric Weil, MD, of MGH Revere; Bowman; Auerbach; Costa; Tye; and Dakin*

## CCHI honored with All-Chelsea Award

**Since its founding** 13 years ago, the MGH Center for Community Health Improvement (CCHI) – formerly known as the MGH Community Benefit Program – has collaborated with underserved local communities to make measurable improvements on health issues identified by the communities as priorities. On Dec. 2, one of these communities – the city of Chelsea – paid tribute to the center for this work, honoring CCHI with an All-Chelsea Award at a ceremony at City Hall. The award was presented by City Manager Jay Ash.

The All-Chelsea Awards, now in their seventh year, are presented annually to individuals and organizations that have made significant contributions to improving the city. CCHI was honored as Contributing Stakeholder of the Year. In Chelsea, CCHI's work takes place primarily through the MGH Chelsea HealthCare Center's Community Health Team, which focuses on violence intervention, eliminating disparities and improving access for vulnerable populations, especially immigrants and refugees.

**HONORING CCHI:** *Back row, from left, Ash; Rep. Kathi-Ann Reinstein and Rep. Eugene Flaherty. Front row, Quinlan, center, holds the award plaque with, from left, Chelsea Police Chief Brian Keyes and MGH Chelsea team members Georgia Green; Sarah Abernethy-Oo; Eric Kamba; Joanna Kreil; Jeannette McWilliams and Chantal Kayetesi*

"The CCHI is honored to have received this recognition from the Chelsea community," says Joan Quinlan, director of CCHI, who accepted the award with members of MGH Chelsea's Community Health Team. "We at the MGH and CCHI have learned an enormous amount about partnering with communities in a way that respects their expertise and knowledge. It has been a privilege to work with the community of Chelsea these past 13 years."

## – Revere CARES

*(Continued from page 1)*

abuse among Revere children and adolescents.

Revere CARES was formed in 1997 as the result of a community health assessment conducted by the MGH Community Benefit Program, which is now the MGH Center for Community Health Improvement (CCHI). The results of the assessment spurred parents, local officials, education leaders, law enforcement officers and others to band together to address this crisis. On Dec. 2, the group celebrated its 10th anniversary with a special celebration at the Rumney Marsh Academy in Revere.

Highlighting the significant progress the coalition has made during the past 10 years, the evening's program included an overview by Revere School Committee member Carol Tye of its many successes, such as the establishment of after-school programs at all elementary schools and the formation of youth leadership groups. AnnMarie Costa, deputy superintendent of Revere Schools, shared a review of the Youth-At-Risk Behavior Survey, which is given biannually to middle and high school students to learn more about their attitudes and behavior regarding substance abuse. The event also featured a panel discussion among Rosina "Kitty" Bowman, CCHI staff member and executive director of Revere CARES; Thomas Ambrosino, mayor of Revere; Terrence Reardon, Revere chief of Police; and Paul Dakin, superintendent of Revere Schools. The evening's highlight was a keynote address given by John Auerbach, commissioner for the Massachusetts Department of Public Health, who discussed the elements for the success of Revere CARES and the impact it has made both locally and statewide.

Revere CARES receives support and technical assistance from CCHI as well as the MGH Revere HealthCare Center. For more information about the coalition, contact Bowman at (781) 485-6132 or *rbowman@partners.org.* ●

**REVEALING COMPASSION AND RESILIENCE:** *Gardner, left, shows a guest his work at the photo exhibition.*

## A photographic essay

**On Nov. 20,** Steven Gardner, MD, MGH Kendall Fellow for Primary Care and physician at the MGH Beacon Hill Health Associates, hosted the opening of his photo exhibition "Compassion and Resilience" at the Gallery at Boston Private Bank at 10 Post Office Square. In his photography Gardner has captured poignant moments in which the human connection between doctors and their patients is revealed.

"A frozen image representing a single moment in time can sometimes show quite poignantly the feeling of one person reaching out to another," said Gardner. "My hope was to create a photographic essay exploring the duel graces of compassion and resilience in the staff and patients of the MGH."

In addition to the photo exhibit, Gardner gave a brief slideshow presentation highlighting the photo essays embracing the theme of compassionate care. The exhibit at the Gallery is on display most days from 9 am to 5 pm through Jan. 7. To confirm the gallery is open, call (617) 912-1900. ●

## Families find comfort at Pediatric Memorial Service

**Families, friends** and caregivers of MassGeneral Hospital *for* Children (MGH/C) patients gathered for the 17th annual Pediatric Memorial Service Nov. 2 in the O'Keeffe Auditorium to celebrate the lives of children who have died. The service included readings from parents, siblings and relatives; a naming ceremony in which family members came forward to announce their child's name; and a photo presentation. During the naming ceremony, each family member was given a gift of spring bulbs and pewter hearts to take home with them. Music was provided by MGH music therapist Lorrie Kubicek, who was accompanied by Kimberly Khare and Claudia Eliaza.

The event was followed by a reception in the East Garden Room, during which families were invited to bring a decorated fabric oval in memory of their child. Members of the Comfort and Support After Loss Team will use the ovals to make a memorial book to be displayed at next year's reception.

# *In memoriam: Robert L. Leffert, MD*

**Robert L. Leffert, MD,** former chief of the MGH Department of Rehabilitation Medicine and the MGH Surgical Upper Extremity Rehabilitation Unit, died Dec. 7 from complications of melanoma. He was 75 years old.

Renowned as an expert in shoulder and hand orthopædics, Leffert received his undergraduate degree from Dartmouth College in 1954 and his medical degree from Tufts University School of Medicine in 1958. A decorated Vietnam War veteran, he served as a lieutenant commander in the U.S. Navy assigned to the 3rd Marine Division from 1964 to 1966. After completing his military service, he returned to New York City where he worked as an orthopædic surgeon at the Hospital for Joint Diseases and Mount Sinai Hospital from 1966 to 1972. That year, he joined the MGH as chief of both the Department of Rehabilitation Medicine and the Surgical Upper Extremity Rehabilitation Unit, holding the former post until 1989 and the latter until 1995. After retiring from his clinical practice in 2000, he continued working as a visiting orthopædic surgeon, a senior medical advisor to Partners Telemedicine and a research associate in the MGH Breast Cancer Risk Assessment Center.

Leffert was the author of more than 90 scholarly publications and had served as president of the American Shoulder and Elbow Society and as a member of the orthopædic study section at the National Institutes of Health. A dedicated educator, he was appointed a full professor of Orthopædic Surgery at Harvard Medical School in 1991.

Leffert is survived by his wife, Linda; his son, Adam Leffert; his daughter, Lisa Leffert, MD, vice chair of Faculty Development for MGH Anesthesia, and her husband, Lee Schwamm, MD, vice chair of MGH Neurology; his sister, Joan, and her husband, Ethan Boker; his grandchildren Samuel and Eli Schwamm; and many other family members, loved ones, colleagues and friends. Funeral services were held Dec. 9. Gifts in Leffert's memory may be sent to the MGH's Robert Leffert Memorial Fund, c/o of the Development Office, 165 Cambridge St., Suite 600, Boston, MA 02114.

Advances

## Blood analysis may speed heart attack diagnosis

**Someday doctors** may be able to use a blood test to confirm within minutes, instead of hours, if a patient is having a heart attack, allowing for more rapid treatment that could limit damage to heart muscle. A study by investigators at the MGH and the Broad Institute of Harvard and MIT evaluated a new technique that can measure molecular markers in the blood that are released when cardiac tissue is damaged by a heart attack.

"Currently, there are no blood markers for reversible myocardial injury," says the study's senior author Robert Gerszten, MD, cardiologist at the MGH Heart Center and Center for Immunology and Inflammatory Diseases. "Because treatments for heart attacks are most effective in the first hours after symptoms occur, these newly identified markers could help us apply treatments sooner."

In the study, published this fall in the *Journal of Clinical Investigation,* researchers took advantage of a procedure called septal ablation, which is in essence a planned heart attack. Pioneered by Michael Fifer, MD, director of the MGH Cardiac Catheterization Lab, the procedure treats a condition called hypertrophic cardiomyopathy, which is caused by an overgrowth of tissue that can obstruct blood flow from the heart. Septal ablation destroys this excess heart tissue in a manner mimicking the damage caused by heart attacks.

By taking blood samples before and after patients underwent ablation, researchers identified metabolites – molecules released into the blood – that changed within minutes of the onset of injury, a time when existing blood markers had not changed. Researchers also determined that several of the newly identified metabolites promoted or suppressed damage to animal heart cells that had been subjected to reduced oxygen, a finding that suggests new pathways for future therapies.

"This work is proof of principle that this new technology will work for diagnosis and may also help us find new targets for therapeutic intervention," says Gerszten. "Someday we may be able to reverse or prevent the damage from a heart attack with a 'cocktail' of protective metabolites."

The study's lead author is Gregory Lewis, MD, of the MGH Heart Center. The research was supported by grants from the National Institutes of Health, the Donald W. Reynolds Foundation and the Leducq Foundation.

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MGH HOTLINE



WHAT'S HAPPENING

**Senior HealthWISE events**
MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: a lecture, "Joint Replacement Therapy," Dec. 18, from 11 am to noon in the Haber Conference Room with guest speaker Joseph McCarthy, MD, vice chairman for MGH Orthopædics; and a book club discussion of "Suite Francaise" Dec. 18, from 3 to 4 pm at the West End Library. For more information, call (617) 724-6756.

**PIE Awards ceremony**
The annual Partners in Excellence (PIE) Awards ceremony will take place Dec. 19 at 3 pm in the Bulfinch Tents. The celebration will include a ceremony recognizing all MGH team and individual recipients, a video presentation and a reception. For more information, e-mail *partnersinexcellence@partners.org.*

**Smoking cessation groups**
The MGH Tobacco Treatment Service is offering smoking cessation programs Wednesdays, beginning Jan. 7 at 5:30 pm; and Thursdays, beginning Jan. 8 at noon. The seven-week programs will include information about preparing to quit, coping with stress without cigarettes, and preventing weight gain. Low-cost nicotine patches and/or gum are available with written permission from a primary care physician. Pre-registration is required along with a registration fee, which is on a sliding scale. For more information or to register, call (617) 726-7443.

**Holiday songfest**
The MGH Chaplaincy will host a holiday songfest Dec. 18, from noon to 1 pm in the Main Corridor. For more information, call (617) 726-2220.

**Basic Biostatistics for Clinical Investigators**
The MGH Clinical Research Program and the MGH Biostatistics Department are offering "Basic Biostatistics for Clinical Investigators" Jan. 8, 15, 22 and 29 from 2 to 3:30 pm in the Simches Research Center, Room 3110. The course is designed for fellows and faculty with minimal statistical experience and will cover the following topics: fundamental statistical concepts, recognition of different types of data, analysis, interpretation of analysis results and hands-on experience through broadly available software. The course fee is $50. To register, visit *http://hub.partners.org/catalog.* For more information, contact Lauren Michaels at (617) 726-5010 or *lmichaels@partners.org.*

**DSC web seminar**
The MGH Disparities Solutions Center (DSC), the American Hospital Association and the National Association of Public Hospitals will host the web seminar, "Improving Quality and Achieving Equality: A Guide for Hospital Leaders," Dec. 18, from 3 to 4 pm. Guide authors Joseph Betancourt, MD, MPH, director of the DSC; Alexander Green, MD, MPH, associate director of the DSC; and Roderick King, MD, MPH, senior faculty member with the DSC; will discuss how the guide was developed as well as key elements, findings and recommendations. For more information or to register, visit *www.massgeneral.org/disparitiessolutions.* The seminar is sponsored by the Robert Wood Johnson Foundation.

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Aldona Charlton, designer, at (617) 726-7539;
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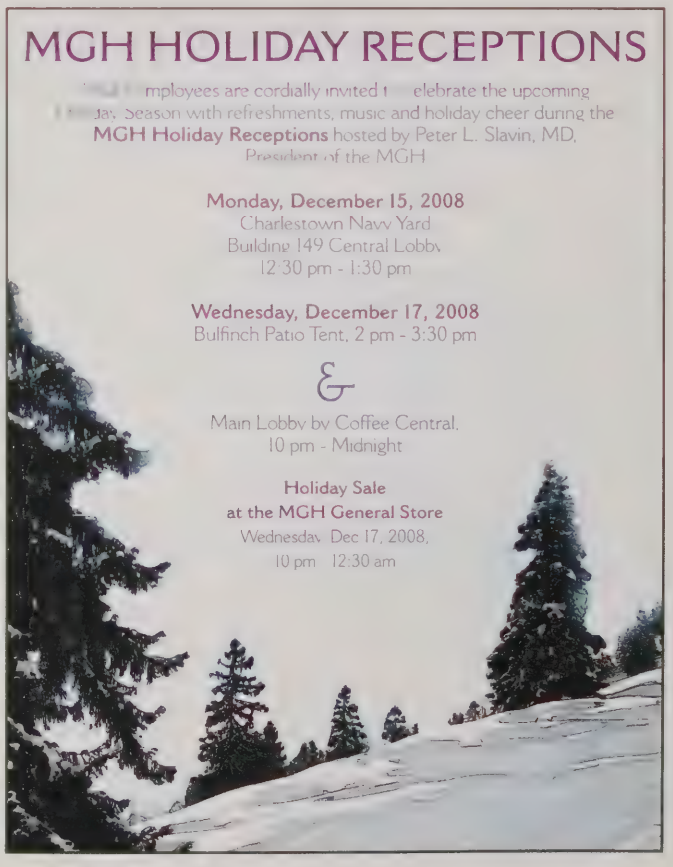

MGH HOLIDAY RECEPTIONS
Employees are cordially invited to celebrate the upcoming Holiday Season with refreshments, music and holiday cheer during the MGH Holiday Receptions hosted by Peter L. Slavin, MD, President of the MGH
Monday, December 15, 2008
Charlestown Navy Yard
Building 149 Central Lobby
12:30 pm - 1:30 pm
Wednesday, December 17, 2008
Bulfinch Patio Tent, 2 pm - 3:30 pm
&
Main Lobby by Coffee Central,
10 pm - Midnight
Holiday Sale
at the MGH General Store
Wednesday, Dec 17, 2008,
10 pm - 12:30 am

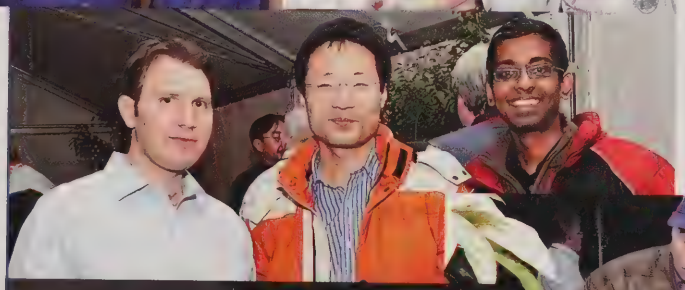
December 19, 2008

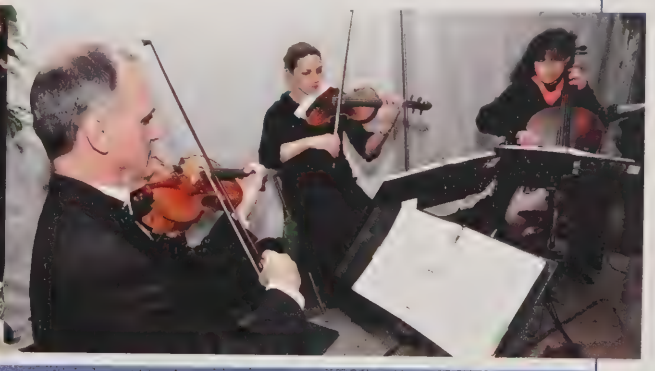
# MGH HOTLINE

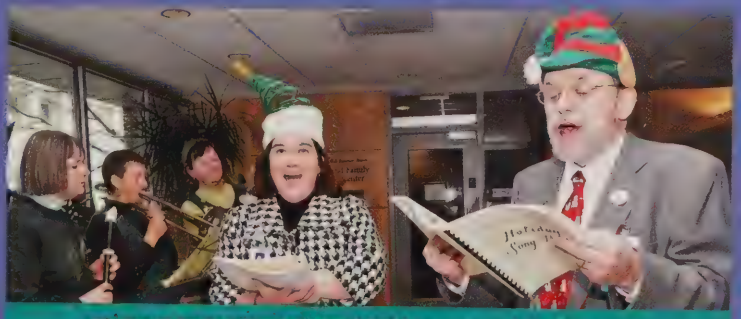
A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

## *MGHers enjoy seasonal festivities at the MGH holiday receptions*

**Holiday cheer,** laughter and music were enjoyed by hundreds of MGHers during the annual MGH holiday receptions hosted by Peter L. Slavin, MD, MGH president. CNY employees celebrated Dec. 15 at their holiday party at Building 149, and main campus employees enjoyed the festivities Dec. 17 at the Bulfinch Tent and Main Lobby during daytime and evening receptions for both day and night shift employees.







**SINGING FROM THE HEART:** *MGHers enjoyed festive songs during the annual holiday songfest.*

## Merry melodies

**The Main Corridor** was the scene of much holiday cheer as the MGH Chaplaincy hosted its annual holiday songfest Dec. 18. Open to all, the event featured a group of volunteer musicians who led employees, patients and visitors in singing favorite holiday tunes. Says Gina Murry, who coordinated the songfest: "It's amazing how busy people stop for a few moments to sing with a smile and recall joyful memories."

**HOLIDAY CELEBRATION:** *From left, Yoshi Okubo, MD, and Limei Wang, PhD, both of the Immunobiology Laboratory, with Faustman.*

## Holiday cheer for Immunobiology Lab friends and supporters

**Despite a** major ice storm, more than 100 patients, friends, families and supporters of the research being conducted by Denise Faustman, MD, PhD, director of the Immunobiology Laboratory, and her team gathered in the O'Keeffe Auditorium Dec. 12 for an evening of holiday music, entertainment and food. Faustman hosted the event to thank the many individuals who have supported the work she and her group have conducted over the years, including a groundbreaking clinical trial using a simple generic vaccine to reverse type 1 diabetes. The research is the only study of its kind and may be a promising treatment for type 1 diabetics and those afflicted with other autoimmune diseases. For more information about the study, call (617) 726-4084.

## A former MGHfC patient gives back

**Sixteen-year-old** Carina Comer, a former patient of the MassGeneral Hospital *for* Children (MGH*f*C), brought holiday cheer to the Francis H Burr Proton Therapy Center Dec. 11 by donating cartloads of toys to the young children receiving treatment. The donation is an annual holiday tradition for Carina, who for the past eight years has raised money through bake sales and tag sales to purchase gifts. In addition to the toys, Carina also brought gingerbread houses made by culinary arts students at Farmington High School in Farmington, Conn.

"When I was here in 2000, I received great treatment that really encouraged me, so I knew I needed to give back," says Carina. "I hope this will let the kids know there is someone who understands what they are going through, and that will hopefully get them through to the next step."

**A THOUGHTFUL GESTURE:** *Carina, right, meets an MGHfC patient as she delivers her annual toy donation.*

## Christmas comes early with Puppy Pals

**SPECIAL DELIVERY:** *Santa and his elves brought toys to the MGHfC patients.*

**Making toys** for millions of children worldwide is no easy task for Santa's elves, but the MGH Blood Donor Center is happy to pitch in and lend a hand. Each year, the center holds its annual Puppy Pals program to collect and donate toys for patients at the MassGeneral Hospital *for* Children (MGH*f*C). Throughout the month of December, blood donors had the opportunity to personalize and send a stuffed animal to a patient at the MGH*f*C. On Dec. 19, Santa and one of his helpers stopped by the hospital to personally deliver the many gifts and candy canes to the children.

PARTNERS HEALTHCARE

Partners HealthCare presented the 2008 Partners in Excellence Awards to MGH employees in a special ceremony Dec. 19. MGH employees, representing both individuals and MGH and Partners team members, received this honor for their outstanding contributions to Partners in 2008.

Congratulations to the following individuals and teams for their exemplary contributions to Partners:

## MGH Individual PIE Recipients 2008

Elida Acuna-Martinez
Stephanie Adams
Bunmi M. Adeeko
Susan Aguiar
Ida Aiken
Cherie Aldrich
Dena Alioto
Maria T. Alupay
Vilma Alvarado
Abner Andre
Gerardina Arias-Halloran
Sheila Arsenault
Silva Arstamyan
Bruce Baldwin
Andrea Barboza
Jennifer Barmash
Denise Barnes
Kelly Barnes
Eneida Barreto
Ericka Barrett
Angelika Bartolomeo
Nesli Basgoz
Hasan Bazari
Joycelyn Beaton
Megan Beaton
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Yaned Bedoya-Vidal
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Peggy Houghton
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Larry Quirk
Seretha Risacher
Mary-Theresa Shore
Maryann Tateosian

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Rosa Brito Duncan
Carmen Castro
Karen Esti
Lidija Grytaite
Chris Huggins
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Elieset Payano

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Mary McAuley
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Joseph Reyes
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## Cost-Effectiveness of Preventing AIDS Complications (CEPAC)

*Kenneth Freedberg*
Peggy Bartek
Ingrid Bassett
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Bair Tsytsik
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Greg Walsh
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Elizabeth Wenger
Lawrence Whalen
Kyla White
Ashley Wilkinson
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Lois Richards
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Susan Stengrevics
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Kim Micciche
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# Bruins annual toy delivery benefits MGHfC patients and families

**GIVING BACK:** *Bruins players, from left, Ryder, Thornton and Kessel with MGHfC fans*

**Young patients** and their family members at the MassGeneral Hospital *for* Children (MGH*f*C) enjoyed a special surprise when Boston Bruins players Michael Ryder, Shawn Thornton and Phil Kessel stopped by the Ellison 18 playroom Dec. 16 to delivery their team's holiday gift to the hospital. The Bruins annual toy delivery is a holiday tradition that many of the players look forward to each season.

"We all get so much out of this visit," said Kessel, who also is a former MGH patient. "Just seeing the kids' smiles and their faces light up is so amazing. Visiting the kids is a great privilege and a nice change from our regular jobs on the ice."

An estimated total of $25,000 – donated by the Bruins players and coaches, the Boston Bruins Foundation and Volvo – was used by the team to purchase toys for seven local children's hospitals. Volvo donated $4,000 and provided transportation for the toy deliveries, and every dollar Bruins team members raised was matched by the Boston Bruins Foundation. Bruins Hall of Famer Ray Bourque established the holiday toy delivery tradition when he was captain, and for the past three seasons, P.J. Axelsson has led the program.

# Blankets bring comfort to MGHfC

**Starting this month,** patients newly admitted to the MassGeneral Hospital *for* Children (MGH*f*C) will receive a soft and snuggly gift to help ease their transition to the hospital – custom-made fleece blankets. The blankets are a gift from the MGH's volunteer group, the Ladies' Visiting Committee (LVC), whose members created the blankets as part of their annual holiday project.

The project was spearheaded by LVC members Peggy Scott and Christine Hamersley, who thought that creating the blankets would be an ideal way to give back to patients at the hospital and help achieve the group's mission to "enhance the MGH patient experience." Preparations began this summer when Scott and Hamersley began cutting the fabric and pinning the blankets together. During the LVC's December meeting, more than 35 members of the group gathered in the Trustees Room to assemble the blankets and add the finishing touches. On Dec. 4, committee members personally delivered more than 50 cozy blankets to MGH*f*C child life specialists, who will distribute them over the coming months.

**COMFORTING GIFTS:** *From left, child life specialists Sacha Field and Marilyn Gifford with Hamersley and Scott*

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MGH HOTLINE



## WHAT'S HAPPENING

### Basement facelift continues after holidays

Construction work to refurbish the basement corridors in the Ellison, White, Gray/Bigelow, Blake and Wang buildings will be suspended during the holiday weekends of Dec. 26 and Jan. 2. Work will resume the weekend of Jan. 9 and will continue each Friday – beginning at 7:30 pm through Monday at 5 am – through February. MGH staff and visitors can expect to see a brighter, more consistent look and feel throughout the corridors, as well as attractive accents and wall finishes. For more information, contact Ed Raeke, project manager and director of Materials Management, at (617) 726-3686.

### Microsoft Office 2003 classes

Partners Information Systems Training has released the Winter 2009 schedule for training classes in Microsoft Office 2003. To view the schedule, visit *http://is.partners.org*. To register for classes, visit *http://ibridge.partners.org* and select the following: Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code and then enter "ISM" to view available courses. For more information, e-mail *istraining@partners.org*.

### Melanoma Lecture Series

As part of its Melanoma Lecture Series, the MGH Melanoma and Pigmented Lesion Center will host a lecture Jan. 6, from 9:15 to 10 am in the Simches Research Center, Room 3110 with guest speaker David Elder, MD, of the Department of Dermatopathology at the Hospital of the University of Pennsylvania. For more information, contact Brie Trefrey at (617) 724-6082 or *btrefrey@partners.org*.

### Senior HealthWISE events

MGH Senior HealthWISE will host the following free events for seniors age 60 years or older: hypertension screenings Jan. 5, from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St.; and a lecture, "Mind Body Strategies for Successful Aging," Jan. 6, from 1 to 2 pm in the Haber Conference Room with Ann Webster, PhD, of the Benson-Henry Institute for Mind Body Medicine at MGH. For more information, call (617) 724-6756.

### Alzheimer's disease poster symposium

The Massachusetts Alzheimer's Disease Research Center, based at the MGH, and the Boston University Alzheimer's Disease Center will host the 22nd annual Scientific Poster Symposium Jan. 7, from 9 am to noon in the Thier Conference Room. The event will showcase the best of local Alzheimer's research. For more information, contact Liang Yap, PhD, at (617) 726-3987 or *lyap@partners.org*.

### Change in *MGH Hotline* schedule

Due to the Christmas and New Year's holidays, *MGH Hotline* will not be published Dec. 26 or Jan. 2. The regular publication schedule will resume Jan. 9.

## IN GENERAL

The Royal College of Surgeons in Ireland (RCSI) recently named **Patricia Donahoe, MD**, chief *emerita* of Pediatric Surgical Services and director of the Pediatric Surgical Research Laboratories at the MassGeneral Hospital *for* Children, the recipient of an honorary fellowship – the organization's highest honor. Donahoe was formally honored at the RCSI's annual meeting, during which she delivered the keynote lecture, "Mandate for Innovation in Surgery."

## Megan Sykes, MD, honored as AAAS fellow

**Megan Sykes, MD,** associate director of the MGH Transplantation Biology Research Center, has been elected an American Association for the Advancement of Science (AAAS) fellow in the medical sciences section. Sykes is among 486 members who have been honored this year for their scientifically or socially distinguished efforts to advance science. She was selected for her outstanding contributions to transplantation immunology, including approaches using bone marrow transplantation that have led to clinical improvements and demonstrated organ allograft tolerance induction in humans.

**Submit news tips and story ideas to the *MGH Hotline***

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